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| **Job Description** |

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| **Post:** | Team Member (Subway/SU Shop) |
| **Hours**: | Up to 20 hours per week |
| **Salary:** | £7.70 per hour plus 12.07% Holiday Pay (As of 01.04.19) |
| **Responsible to:**   | Supervisor, Assistant Manager and Retail Manager |
| **Responsible for:** | Team Members |

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| **Post Holder** | New Vacancy | **JD reviewed** | February 2019  |

**Purpose:**

To provide efficient and friendly service to EHSU customers across the retail outlets delivering exceptional standards of customer service to departmental standards.

To provide efficient and friendly service to EHSU customers across the retail outlets delivering high standards of service in line with those of the Union as a whole.

**Main Duties and Responsibilities:**

**Team Members are expected to carry out the following duties**:

* To provide excellent customer service
* Continually coach and encourage staff to meet exceptional levels of customer service.
* To provide on the job training for new retail Team Members
* Food preparation; Prepare vegetables; pan, retard and bake bread; prepare meat setups, and ensure front counter is well stocked with fresh produce
* Stock merchandising
* To handle cash and adhere to cash procedures
* Ensure that all operations are completed to SU and Subway Standards.
* Ensure Retail outlets are well presented
* To adhere to and support EHSU’s ethical and environmental policies and procedures
* Any other duties that are commensurate with the position.

**Health and Safety**

* Work in a way that minimises risks to the health and safety and security of self and others and as directed by supervisory staff
* Complete required cleaning tasks in accordance with the daily, weekly and monthly tasks sheet

**Legislation & Company Policy**

* To understand and actively support all company policies relevant to your role

**Other**

* Complies with all regulatory and the Union policies and procedures relevant to the performance of own role.
* Identifies problems as they arise, resolving them where possible and appropriate, and reporting them as necessary

**Key Relationships; Internal & External**

The Team Member is responsible to the Retail Management team and Supervisory staff. They are expected to contribute to overall standards defined for the Union’s Retail outlets.

**General**

Full training will be given on all aspects of the job.

Position requires frequent bending, prolonged standing, and walking. Must have the ability to lift 5KG frequently and up to 16KG occasionally.



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| **Person Specification** |

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| **Team Leader (Retail)** |
|  **Criteria** | **Essential** | **Desirable** |
| **Education** | 1. Good general education, typically to the Higher/A level equivalent
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| **Experience**  | 1. Demonstrable experience of delivering excellent customer service
2. Cash Handling
 | 1. Previous experience working in a Subway outlet
2. Food Preparation
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| **Knowledge** | 1. Knowledge of Food Safety standards
 | 1. Food Safety Level 2 Or Equivalent
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| **Skills** | 1. Good communication skills
2. Ability to work within a team
3. Ability to work under pressure
4. Able to deal calmly and confidently with a diverse range of customers
5. Able to carry out instructions accurately
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| **Personal Qualities** | 1. High standards of honesty and integrity
2. Hard working and reliable, with a strong work ethic
3. Flexible/adaptable and calm under pressure
4. Open and receptive to new information, lots of common sense
5. Outgoing personality, able to build rapport with others quickly
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| **Availability** | 1. Able to work evenings and weekends when required
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