

HOBBS

LONDON

JOB DESCRIPTION

Job Title	Team Leader
Department	Retail
Reports to	Branch Manager / Deputy Manager

JOB PURPOSE:

To assist Management Team in exceeding branch targets by recruiting, developing and leading a team to realise their full potential to maximise sales and deliver exceptional customer service whilst ensuring Hobbs branch standards are achieved. Taking on responsibility of all aspects of the branch in the Branch Manager and Deputy Manager's absence.

ROLE REQUIREMENTS:

Selling and Customer Service

- Creates an environment where the team are focused on continuously delighting the customer service and communicates with absolute clarity that the customer is the primary focus for all activities
- Aware of individual and branch targets and sales performance in relation to them, acting on results to drive further sales
- Sells the collection with passion and enthusiasm and drives the team to do the same
- Establishes a loyal customer base and ensure customer data is captured and passed to the Marketing Department and Area Manager
- Assists the Management Team in maintaining ownership of the stock package, working with Merchandising Department to ensure a 'fit' with the customer profile
- Consistently looks for and gains feedback from the team to exceed customer expectations

Personal Effectiveness

- Assists the Management Team in meeting and exceeding target key performance indicators for the branch
- Consistently drives themselves and others in a dynamic way to achieve retail objectives
- Uses delegation effectively as a means to achieve goals and develop others
- Embraces change and sees it as an opportunity to develop and improve, whilst supporting others to do the same
- Takes accountability for all areas of the branch in the Management Team's absence
- Actively tailors communication style to meet individual needs
- Values honesty and is prepared to listen and learn from others constantly looking for ways to self develop
- Uses feedback to improve performance
- Plans effectively and thoroughly to ensure that decisions and interactions have maximum impact

People Management

- Assists the Management Team in leading the team to meet individual Key Performance Indicators
- Coaches and develops team in order to maximise their potential, increase performance and encourage retention
- Develops and inspires the team to sell the collection with passion and enthusiasm
- Uses all available methods and resources in order to train team effectively
- Assists the Management Team in recruiting highly competent individuals who fit the brand and are passionate about Hobbs, practising equality and diversity opportunities when recruiting
- Assists the Management Team in ensuring personal development reviews are planned, carried out in a timely and motivational manner
- Ensures good preparation and presentation of any training session
- Able to articulate accurate feedback about performance in a constructive and developmental manner

- Assists the Management Team in developing training and development plans based on assessment of needs
- Assists the Management Team in tackling performance issues in a constructive and developmental manner that is consistent with Company practice
- Motivates a team of people to deliver results

Leadership

- Develops trust and loyalty through fair and consistent management of the team
- Persistent in approach, viewing barriers as opportunities
- Is an inspirational role model to others and creates the desire in others to work for them
- Exudes energy and enthusiasm with a 'can-do' approach

Living the Brand and the Brand Values

- Assists the Branch Manager in maintaining consistent visual merchandising and smartness standards reflecting current visual guidelines
- Assists the Branch Manager in ensuring team presentation standards are professional, reflective of the brand and adhere to the current Business Wear guidelines
- Encourages a positive environment where people can enjoy work, whilst achieving great results for the brand
- Is an ambassador for the brand, presenting a positive and professional approach both internally and externally to the business

Strategic and Commercial Management

- Uses Day-by-Day reports to monitor and act proactively to improve key performance indicators
- Assists the Management Team in merchandising the collection in a visually exciting way to increase footfall and drive sales whilst remaining in line with visual guidelines
- Be commercially aware and responsive to current sales trends, analysing and acting on stock levels and space in order to maximise sales
- Gives quality feedback on trading, whilst also thinking of ways to improve current trade
- Adopts own business mentality and create ideas to move the brand forward
- Is consistently self motivated during peak and non-peak trading times and adapts own working hours to the business' needs where appropriate

Branch Operations

- Ensures that the sales floor is replenished at all times
- Assists the Management Team in managing all stock control and delivery procedures in the branch
- Assists the Management Team in ensuring immaculate presentation of branch in terms of cleanliness and tidiness and that the back of house also meets the standards expected
- Assists the Management Team in scheduling staffing to provide adequate cover whilst remaining within payroll budgets
- Ensures adherence at all times to company security procedures and policies, maintaining a safe working environment and adhering to all regulations under the Health and Safety at Work Act
- Ensures that all company administrative work is dealt with accurately and within set deadline
- Manages till systems to ensure correct use by self and team