

TEAM LEADER EXPECTATIONS

As a Team Leader you will be required to achieve and deliver the Team Leader Expectations and demonstrate the following key skills and behaviours.

COMMERCIAL FLAIR

- Is able to make commercial decisions and suggestions to improve Business performance
- Shares their expert knowledge of current fashion trends and competitor action
- Effectively implements floor moves / layout changes / promotional activity, in accordance with Brand guidelines
- Has awareness of knowledge of cost controls

FUTURE FOCUS

- Confidently discusses the current Brand Strategy
- Understands how to control spend and takes appropriate action
- Understands importance of managing stock & maximising sales opportunities to minimise markdowns
- Embraces and drives performance through multichannel

DRIVING RESULTS

- Leads by example, shows enthusiasm and takes pride in their role
- Clearly communicates with and directs the Team to ensure key operational activity is delivered and drives all customer KPI's
- Promotes exceptional Customer Service by acting as a Role Model
- Leads the Team in Managers absence – with responsibility for opening and closing, ensuring all relevant company policies and procedures are adhered to at all times
- Supports Management Team with overall store KPIs

DEVELOPING THE BEST

- Coaches and motivates team to maximise individual and Store performance, helps identify talent within their team
- Provides constructive feedback to Manager on areas of concerns in a timely and appropriate way
- Supports the Management Team in following up HR related issues within the Team

RESILIENCE

- Demonstrates resilience and enthusiasm for working in fast-paced retail environment
- Articulates point of view with confidence and deals with challenge in a positive way
- Understands how their actions and behaviours can impact on others
- Ability to stay positive under pressure

KEY SKILLS

- Thinks & acts commercially
- Ability to deliver results through a team
- Ability to build credible working relationships with both Team and Managers
- Able to communicate in a confident and effective manner
- Able to work under pressure
- Ability to work on own initiative and be proactive
- Is able to manage difficult situations and adapt management style to different situations and individuals
- Listening skills

KEY BEHAVIOURS

- Commitment, drive and self-motivation
- Positive Role Model
- Pace & Energy
- Good Communicator

OUTFIT