

**Job Title:** Shift Leader  
**Salary:** £9.62 per hours  
**Department:** Retail  
**Contract/Hours:** up to 35 per week

### Role Purpose

The purpose of this role is to provide support to the Outlet Team Leader and deputies in their absence. Your role as Shift Leader is to ensure that you and the wider team, in the absence of the Outlet Team Leader or Retail Manager, continue to provide an effective and welcoming food and retail outlet, which meets the needs and expectations of our customers. You are to work with the Outlet Team Leader and Retail Manager, to continually strive to deliver high standards of customer service, food hygiene and health and safety. This role requires effective communication, retail knowledge, food hygiene knowledge (if applicable) and basic health and safety standards knowledge.

### Principal Responsibilities

- To take full responsibility for the shift by leading staff to ensure the shift runs smoothly and the speed of service, cleanliness standards and operational needs are met.
- To deliver a high standard of customer service to our customers.
- Maintain a clean and organised workspace.
- Develop positive relationships with the shift team by understanding and addressing individual motivation, needs and concerns.
- Resolve minor complaints, if possible, and refer serious ones to the Retail Manager or Team Leader.
- Continually identify quality and service improvements and ensure these are integrated into future activities.
- Establish good working relationships internally and externally.
- Able to work well under pressure during busy periods. Lead the team, coach and feedback to the team throughout the shift.
- Allocate daily tasks to the team to ensure pre-agreed processes are followed and prescribed standards are met.
- Carry out the close down procedure, ensuring the outlet is tidy, clean and securely locked when leaving.
- Monitor staff on shifts timekeeping, uniform standards, work output and if any concerns report to the Team Leader or Retail Manager.
- Follow all cash management guidelines ensuring proper cash management practices are followed by the outlet team.
- Minimise wastage without affecting availability. Ensure all stock is correctly controlled and stored.
- Contribute towards the outlet goals for increasing sales and improving profits.
- To continual strive to develop the food, beverage and/or retail items on offer, is on-trend and can suitably compete with the high street.
- To report all incidents, unfit food, customer complaints/comments, breakages, loss or theft.
- Be flexible and adapt to meet the needs of the business and its Strategic Plan.

- To perform any other reasonable task as determined by LSP.

### Key Results Areas

- Financial –ensure all finance procedures are followed and policies adhered to.
- Staffing – ensure staffing levels are accurate and cost effective.
- Overall performance of the outlet – performance regarding profit, customer satisfaction and food hygiene will be constantly monitored and the outlet must perform consistently well in all areas.

### Physical Effort

This is not an office desk based role. This role is primarily standing or moving, constantly mobile and walking. In food outlets the requirement is to serve when short staffed, walk to customers' tables, clean down areas, lift heavy boxes and/or move stock from different locations.

All physical activities such as lifting, and handling should be carried out in line with LSP's Health and Safety policy and procedures.

### Working Conditions

This role is outlet based, which may include either access to the kitchens, which can be hot and humid or cold stores/cool display cabinets, which are cold. Additionally, a number of outlet serving areas have little or no access to ventilation via a window, which can result in a 'stuffy' atmosphere.

Most of the time will be spent standing or moving around the outlets.

Some areas of work are limited in terms of space. There may also be challenges of unhappy customers who may become angry and possibly aggressive.

### Internal and External Relationships

- Customers – students, public or members of staff.
- Regular liaison with operational team and Senior Management Team.
- External suppliers.
- Departmental Managers and staff.
- The University of Leicester.
- The Students' Union.

## Planning and Organising

- Planning rotas for weeks and months ahead.
- Prioritising and organising daily tasks and activities.
- Maintain records as appropriate and provide Retail Manager with relevant details.
- Perform stock takes and order goods in line with business demands.

## Qualifications, Knowledge and Experience

### Essential

- Experience within a retail environment.
- An understanding of food/product costings and written communication.
- Proven problem solving ability to look at situations laterally.
- Experience with Microsoft office and POS system.
- Basic Food hygiene qualification (in food outlets).
- Good working knowledge of health and safety policy and procedures.

### Desirable

- Basic knowledge of relevant equipment.
- Intermediate food hygiene qualification.
- Experience in a supervisory role.

## Skills, Abilities and Competencies

### Essential

- Demonstrates a calm exterior during periods of high volume or unusual events.
- Be a strong leader of the team, giving clear direction and guidance when required.
- Able to plan work so that results are achieved.
- Effective oral and written skills in order to communicate effectively with staff and students.
- Flexible and adaptable.

## Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff, and identifies LSP as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

## Health & Safety

All employees must carry out their duties in line with the “Health and Safety at Work Act” 1974,:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety of welfare in the pursuance of any relevant statutory provisions.
- To attend all mandatory training which covers Health and Safety.
- Report any Health and Safety concerns promptly and in line with the company policies and procedures.

## General

LSP has to continually modify and improve its service. This will inevitably mean that modification of structures and also job descriptions may prove necessary. The post-holder will be expected to co-operate with changes, which the Chief Executive may wish to introduce, subject to consultation.

It is neither practical nor possible to list indefinitely a list of ‘jobs’ this post must undertake, those ‘jobs’ which fall outside of this document, but are in line with the role must be carried out and may include other ‘jobs’ deemed suitable by LSP.

## 1. PERSON SPECIFICATION

<u>SELECTION CRITERIA</u> 3 = Essential 2 = Important 1 = Desirable		<u>INTERVIEW ASSESSMENT</u> A = Exactly B = Closely C = Barely D = Does Not Meet Criteria				
<u>CRITERIA</u>		<u>COMMENTS &amp; HOW CRITERIA MEASURED</u> (Interview/Application)	A	B	C	D
<b>Education/Qualification:</b>						
Relevant qualification in food & beverage or retail	1	Application				
Food Hygiene qualification	1	Application				
Health & Safety qualification	1	Application				
<b>Experience:</b>						
Experience of working in managing a busy food & beverage or retail operation either in the role of:		Application				
Team Leader /Supervisor /Shift Leader	3/3/3					
Experience of delivering high level customer service	3	Application				
Experience of deputising for a manager/Team Leader	1	Application				
Demonstrate leadership skills	3	Interview/Application				
Demonstrate communication skills	3					
Experience in cash handling	2	Interview				
<b>Knowledge:</b>						
Basic knowledge of;						
• Food Hygiene Standards (if applicable)	3	Interview/Application				
• Health & Safety Standards	3	Interview/Application				

<u>Basic understanding of shift management</u>		Interview/Application			
<b>Skills/Abilities:</b>	3				
Excellent communication skills	2				
Ability to work independently	3	Interview/Application			
Experience with Microsoft & POS system	3	Interview/Application			
Willingness to undertake varied roles within the team					
<b>Personality/Disposition:</b>	3				
Enthusiastic and flexible	3	Interview/Application			
Friendly and approachable	3	Interview/Application			
Remain calm under pressure	3	Interview/Application			
Focused and driven	3	Interview/Application			
Resilient		Interview/Application			
<b>Travel:</b>					
Must be able to travel to all outreach venues within an acceptable time frame and be prepared to carry own equipment					

<b>Additional Comments:</b>

<b>*Successful</b>	<b>*Unsuccessful</b>	<b>*Reserve</b>
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\*Delete as appropriate

<b>Signature of interviewer</b>	<b>Designation:</b>	<b>Date:</b>