Job Title	**Retail Team Leader**
Job Family	Catering
Line Manager	**Deputy Retail Operations Manager**
Key Stakeholders/Internal Customers	Head of Enterprise, Executive Chef, Catering Operations Manager, Academic Team, Support Teams and Repton Enterprise
Hours	39 hours, 5 out of 7 days (AYR)
Holidays	25 days, plus Bank Holidays
Location	Repton School
Salary	£14.42 PH
Benefits	Employee Pension Scheme Sports Centre Membership (family)

Role Overview

To work with the Retail Operations Manager / Deputy Retail Operations Manager on the delivery and running of the retail outlets across Repton School including coffee shops and the School shop.

To act as a point of contact for all customer groups using the facilities within your control.

Whilst focusing predominantly on the Senior School, this role is through School and covering both sites (Repton Snr and Repton Prep) as necessary, as well as other Repton Enterprise duties.

Role Outcomes	**Key Performance Indicator(s)**
Service and Delivery – To supervise the retail team focusing on the service and delivery of all aspects of the department.	Delivery vs Budget Feedback from internal stakeholders Cost management/effectiveness Quality of Service & provision– review and feedback
Compliance - Assist in delivery of compliance with all Food & Beverage policies, standards and procedures by training, supervising, follow-up and hands-on management. Maintain service standards in the retail including the cleanliness and presentation of the outlets.	100% Compliance Policy/Practice Compliance with EHO and Health & Safety legislation
Performance - To support the Retail Operations Manager / Deputy Retail Operations Manager in the delivery of all retail activity across Repton School and Repton Enterprise	Team Feedback Allocation of duties & rotas
Budgetary Control. Tight budgetary control is exercised in the allocation of duties and provision expenditure is monitored against budget.	Spend vs Budget Efficiency

Role Responsibilities

Retail Team Leader

Service Provision and Delivery

- Create a warm and welcoming environment for our students, staff and guests
- Ensure that all requests and queries are responded to promptly and effectively and an exceptional service is always delivered
- Familiarise yourself with the menu and as much information about the food and beverage offering available to answer any questions that may have
- Ensure an efficient and safe delivery of all food and beverage orders in line with expectations ensuring an exceptional level of service is always maintained
- Management of set up and clear down in a timely manner for each outlet
- Ensure the retail areas are clean and well presented at all times
- Support with ordering and management of stock levels of all retail items across the school shop
- Familiarise yourself with all items stocked across the school shop to answer any questions that may have
- Provide an efficient service around unform requirements, including managing appointments, offering professional advice and fitting service as required by the client
- To be proactive for any customer complaints within catering operations and use reasonable resource to resolve any advised issues.
- Log calls on FLOW360 for any repairs
- To organise and coordinate staff to ensure all retail provisions are delivered to the correct standard
- Complete orders for stock.
- Ensure all stock items are safeguarded with minimal waste
- Effectively manage stock levels and display stock to enhance sales.

Health and Safety/Compliance

- To ensure adherence to all procedures within the School's Health & Safety manual.
- To ensure compliance with the agreed health and safety policy and the completion of daily due diligence diary, adhering to COSHH regulations regarding food, equipment, materials and general safety.
- To ensure that all retail personnel maintain high standards of cleanliness, personal hygiene and appearance.
- To ensure the relevant HACCAP plan is always adhered to and that all required documentation relating to food safety, including but not limited to Allergy matrix, temperature control forms and daily cleaning schedules for front of house are accurately completed and filed in accordance with relevant legislation.

Other Responsibilities

- To operate within the ethos, culture, overall aims & policies of the school.
- Assist in the development and training of all staff.
- To assist in the effective induction, review and development plans for staff within the areas managed and to maintain appropriate records.
- To work flexibly and undertake when required other duties associated with supporting the needs of the School such as Pop up's, changes to opening hours, additional use of facilities or Repton Enterprise business.
- Any other duties as the school may reasonably request.

Person Specification

Relevant Prior Experience

- You must be a strong communicator, able to engage positively across a wide range of customers and colleagues.
- You must possess strong customer and personal service skills and have a proven track record of customer service achievements
- Ability to both lead a team and to work as part of a team
- Excellent planning and organisational skills embracing a proactive approach to work issues
- Personal integrity and confidentiality strong customer service ethos
- Able to build and maintain relationships with colleagues and customers, with strong focus on their needs
- Level 3 / intermediate food safety certificate (or willingness to complete)
- Stock control management
- Strong attention to detail
- Performance driven
- Proficiency with software applications such as Microsoft Word, Outlook, Excel etc.

Candidate Profile

- High energy, resilient, can-do attitude, proactive and flexible approach
- Strong leadership and hands on management skills, with the able to work calmly under pressure.
- Keen to support staff and pupils, whilst working towards the school's ethos & objectives
- Confident verbal communicator, able to communicate effectively with professionals, staff, pupils and contractors
- Well organised, used to working accurately at pace
- Care and attention, particularly for all aspects of food presentation & safety
- Full UK driving license
- Personal License holder (Or willingness to complete)

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.
Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the school may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916- Child-Protection-and-Staff-Behaviour-Policy.pdf