



job description

Job title: Retail Team Leader

Reports to: Finance/Retail Manager

Job purpose:

The Retail Team Leader, through a team of Retail/Housekeeping Assistants, ensures the smooth running of the on-site retail operation. They work closely with the General Manager and Group Retail Manager to ensure that Centres retail financial targets are met with an aim to exceed. In addition to the financial targets, the Retail Team Leader will ensure that the retail operation complies with all the relevant Health and Safety measures as laid out by the Company and external agencies and all the PGL Retail Standards as defined by the Group Retail Manager.

Key responsibilities:

1. Maximise the on-site Retail operation

- Maintain the highest standard of customer delivery – service with a smile
- Shop stock and layout is considered in line with item profitability, Retail Standards and customer demographic. Providing a differentiation for 'indi' period
- Ensure staffing levels reflect customer numbers and needs
- Ensure retail facilities are clean and presentable including stock areas
- If not on the shift, walk the floor daily to ensure all Retail Standards are being implemented and actioned

2. Maximise department productivity and profitability

- Place orders and ensure stock arrives as ordered, following up any discrepancies where necessary
- Ensure minimal wastage by date rotating stock and managing ordering levels
- Ensure controls are in place to manage and account for all the monies taken on centre e.g. cashing up is accurate, stock takes are done efficiently and accurately, cash registers used properly.
- Offer a programme of "Bar Entertainment" to increase spend per head
- Purchase orders, invoices and delivery notes relating to the retail operation are processed as per Company guidelines

3. Provide quality line management of the Retail Assistants/Housekeeping Assistants

- Ensure induction and training meets minimum standards required as well as any additional training as set out by external agencies
- Regular monitoring of staff
- Correct documentation is used to support all staff; reviews are timely and in line with Company policies
- Provide development opportunities by helping to create, review and implement staff development plans
- Create and manage staffing rotas, being mindful of staff welfare and needs

4. Ensure the H&S and compliance of the retail operation are consistently met

- Ensure the Retail operation complies with all statutory requirements to operate
- Ensure bar licensing is always maintained
- Ensure company policies and PGL Standards are met
- Ensure PGL Retail audits and external audits are met and action points followed
- Ensure all risk assessments and Health and Safety Standards are being complied with



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5. Assist with centre specific duties associated with a residential children's activity centre.

- Assist in other departments as required (Catering, Housekeeping and Maintenance).
- Assist at other centres across the PGL estate as required.
- Required to cover an overnight on-call Duty Manager shift on a rota basis.



person specification

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Key competencies:

Competency statement	Competency Area
Takes responsibility for the delivery of an exceptional customer experience.	Customer focus
Places the customer at the heart of planning and decision making and ensures others do the same	Customer focus
Develops and maintains effective working relationships with others.	Teamwork
Communicates and presents effectively; with passion, energy and enthusiasm.	Interacting and presenting
Manages own time and workload effectively to focus on best value activities.	Personal effectiveness
Takes responsibility for personal health and wellbeing.	Personal effectiveness
Acts as a positive role model for others by demonstrating high personal standards of behaviour along with energy, drive, and determination.	Personal effectiveness
Makes sound decisions based on knowledge, experience, and available information	Decision making
Sets clear expectations for teams and individuals	Leading and managing people
Provides motivation and encouragement to others	Leading and managing people
Treats people in a fair, consistent, and respectful manner and values diversity	Leading and managing people
Provides positive and constructive feedback and uses coaching to improve performance	Leading and managing people

Relevant experience:

	Essential	Desirable
Previous retail experience	✓	
Experience of delivering great customer service	✓	
Previous cash handling experience	✓	
Previous experience of staff supervision and team leading	✓	
Previous administration experience		✓
Previous bar experience		✓



person specification

Relevant qualifications:

	Essential	Desirable
GCSE Grade D or above English, Maths or Functional Skills L1 (or prepared to work towards)	✓	
GCSE Grade A-C English, Maths or Functional Skills L2		✓
Internal candidates to have completed the Aspiring Managers Modules and passed Situational Judgement test. (Part of the Management Development Pathway on Moodle)	✓	

Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.