

Job Description



Job Title:	Supervisor / Team Leader
Reporting to:	Unit Manager
Direct Reports:	None
Department:	Operations
Location:	Site based location

Job Summary

Working within the site team the role is responsible for maximising sales by providing a great service to all customers and supervising the team day to day whilst on shift, ensuring adequate amounts of merchandising, food and drink are available at all times. Supporting the Unit Manager in the delivery of set Key Performance Indicators (KPI) targets within the unit. The duties will include working front and back of house as required and guided by the manager on duty while adhering to all company and brand standards.

Key Relationships

Site Director / Operations Manager Unit Manager / Assistant Unit Manager Site Management Team Supervisors and Team Members	Senior Site Management Line Manager Key Stakeholders Colleagues
---	--

Job Responsibilities

The key responsibilities for the role are split out below into each of the core Roadchef factors.

Communication Responsibilities

- Verbally greet/acknowledge all customers, making and maintaining eye contact.
- Say please and thank you when interacting with customers and give a parting pleasantry when customers leave.
- Cascade information clearly to others to aid clarity and understanding of processes, systems and procedures.
- Recommend an appropriate additional product, service or promotion to every individual customer.
- Demonstrate positive body language to colleagues and customers.
- Communicate with fellow team members and management in a constructive and appropriate manner.

Problem Solving Responsibilities

- Deal effectively with customer issues and escalate to a manager as appropriate.
- Ensure that if untidy areas are seen they get tidied including toilets, bins and outside areas.

Leadership Responsibilities

- Share skills and knowledge openly with others.
- Direct and motivate others to achieve and drive teamwork.
- Take personal responsibility for actions and pride in the work done.

- Use initiative and do not wait to be asked.
- Make the training of others to build skills and confidence a priority.
- Recognise and praise others within the team.
- Work at pace and enthusiasm to get things done.
- Maintain uniform standards in accordance with your department/brand and set a good example for others.

Autonomy and Decision Making Responsibilities

- Put forward suggestions for improvements.
- Use the strengths of the team to deliver a successful shift by effective shift deployment.

Other Job Holders Responsibilities

Operational Delivery

- Maintain high standards of product following the brands guidelines and procedures.
- Support the Unit Manager in delivering KPIs.
- Adheres to all company and brand standards.
- Achieve individually set Key Performance Indicator (KPI) targets within your unit.
- Place and/or manage food orders and delivery in the absence of the manager.

Customer Focus

- Ensure excellent customer service is delivered to all customers visiting Roadchef by putting the customer needs first to ensure they have the best possible service experience.
- Monitor customer service standards and encourage others to go out of their way to deliver great service.
- Respond to customer needs in a prompt, efficient and timely manner.
- Ensure adequate amounts of merchandising, food and drink are available at all times.

Spans of control

- Delivery against unit set KPI targets where appropriate

Experience

- Able to work effectively in a team.
- Appreciates the differences in people and the diversity within the team.
- Willing and eager to learn and act on feedback.
- Is flexible and open to change.
- Previous experience of supervisory experience in a similar business catering or retail.

The activities within this role profile are not in priority order nor are they exhaustive and from time to time the role holder may be required to undertake other duties as deemed necessary by the line manager.