

Post Details		Last Updated: January 2025	
Faculty/Administrative/Service Department	Campus Services Catering – Co-op		
Job Title	Co-op Team Leader		
Job Family	Operational Services	Job Level	Operate Surrey
Responsible to	Co-op Store Manager		
Responsible for (Staff)	Co-op Customer Team Member		
<p><u>Job Purpose Statement</u> Under the general supervision and direction of the Store Manager to work in all sections of the coop to deliver a great experience for our colleagues, members and customers. Following the coop standards to deliver our legal and operational standards every day. In the absence of the store manager, you will take responsibility for managing the team and the store.</p>			
<p><u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities</p>			
<ol style="list-style-type: none"> Supervising Daily Operations: To oversee day-to-day store activities, ensuring tasks are completed efficiently and according to the organisation’s standards. To monitor stock levels, shelf organisation and product availability to maintain a high standard of presentation at all times. Supporting the team: To act as a point of contact for staff members, providing guidance and resolving issues promptly – escalating to the Store Manager as required. To offer training and support to team members, particularly new hires, ensuring their smooth onboarding and skills development Customer Services: Promote excellent customer service by handling customer queries, complaints and feedback effectively. Lead by example by delivering positive, helpful and professional customer experiences. Championing co-op and the University by ensuring the members and customers are put first. General Cleaning: To adhere to daily and periodic cleaning rotas; to maintain a clean, healthy and safe working environment in accordance with guidelines Inventory and Stock Control: To assist with stock replenishment, ordering and inventory checks to reduce wastage and prevent shortages. Conducting regular stocktakes and liaising with suppliers, as required, to address any discrepancies. Performance Monitoring: To track team performance, providing regular feedback to team members, recognising achievements and addressing areas for improvement. Communication: To communicate effectively with store management, contributing to team meetings, maintaining team performance and action plans to achieve store objectives. <p>N.B. The above list is not exhaustive.</p>			
<p>All staff are expected to:</p> <ul style="list-style-type: none"> Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. Undertake such other duties within the scope of the post as may be requested by your Manager. Work supportively with colleagues, operating in a collegiate manner at all times. <p>Help maintain a safe working environment by:</p> <ul style="list-style-type: none"> Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. Following local codes of safe working practices and the University of Surrey Health and Safety Policy. 			
<p><u>Elements of the Role</u> This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.</p>			
<p><u>Planning and Organising</u></p> <ul style="list-style-type: none"> Diligently carrying out all operational processes, routines and maintaining relevant controls. Consistently maintaining high book stock accuracy standards to ensure customers have a good shopping experience. Ensuring the store is customer ready at all times during the day. There may be occasions where adjustments to their schedules must be made in order to meet customer demand; in these cases, guidance is available from the Store Manager 			

Problem Solving and Decision Making

- Supporting the Store Manager with people processes, for e.g. employee relations, notetaking, investigations and absence management reviews.
- In the absence of the Store Manager, take ownership for managing the store and handle potential unexpected situations e.g. out of hours call outs.
- Guidance is available and there is an expectation that more complex issues are referred to their line manager for resolution.

Continuous Improvement

- Going the extra mile by using your best judgement to deliver a friendly, welcoming, easier and helpful service everyday which meets customer needs.
- Assisting in developing your team through regular and structured performance conversations to stretch their potential.

Accountability

- Completing the daily safe and legal checks
- Consistently maintaining high book stock accuracy standards to ensure our customers always have a quick and easy shopping experience.
- Working within established guidelines and procedures, there is limited scope to exercise judgement in how duties are performed.
- Knowing legal compliance and store standards i.e. cash, management, stock control

Dimensions of the role

- Enabling an inclusive culture so everyone can speak up and their views are considered, making colleagues feel respected and valued.

Supplementary Information

- N/A

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Numerate and literate to GCSE standard or equivalent	E
Willingness to train for a current food hygiene certificate	E
Willingness to train for a basic health and safety certificate	E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/Desirable	Level 1-3
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Previous experience of food preparation	E	2
Previous catering experience	E	2
Previous cash handling experience	E	1
Basic spoken English language skills	E	1
Experience of working in a busy service environment	E	1

Special Requirements:	Essential/Desirable
To work a shift system, covering 5 out of 7 days.	E
Ability to lift reasonable loads	E
Able and willing to complete training requirements as per job role and legislative requirements	E

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	Level 1-3
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Communication	2
Adaptability / Flexibility	2
Customer/Client service and support	2
Planning and Organising	2
Continuous Improvement	1
Problem Solving and Decision Making Skills	1
Managing and Developing Performance	1
Creative and Analytical Thinking	n/a
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking & Leadership	n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The Hospitality and Catering department is a central service that forms part of the campus services directorate. The department runs the following outlets:

- The Co-Op
- Hillside Coffee Shop
- Hillside Food Court
- Wates House
- The Hideout
- Café Priestly Road
- Vet School Café
- Pitchside
- The Hub in the Park
- Stageside Coffee

All of these outlets cater for both staff and students and form a critical part of our wide catering and retail offer.

The Campus Services directorate serves to provide a customer centred service to students to support their student journey at the University. We work closely across multiple other departments to ensure that students receive an excellent experience and feel a true sense of belonging at the University. The department fosters a strong culture of continuous improvement, with a strong expectation on departments to find ways to improve all the time.

Department Structure Chart



Relationships

- Communicate with a number of internal (staff and students) customers in a helpful and courteous manner and providing/requesting information in order to ensure the provision of an efficient service. It is important that the post holder provides a professional image and a welcoming service, to ensure that customers receive quality service.

External

- Communicate with a number of external visitors in a helpful and courteous manner and providing/requesting information in order to ensure the provision of an efficient service. It is important that the post holder provides a professional image and a welcoming service, to ensure that customers receive quality service.