

## Stock Team Lead

Reports to: Manager on Duty

**Stock Team Lead** reports to the Store Manager and is responsible for staff whilst on duty. This is a sales floor role while taking ownership of all stock, transfers and the backroom. This position requires strong organizational and detailed work. Heavy lifting is also required.

### CONTENT:

1. To assist the management in supervising the staff in all matters regarding: cash handling, till systems, till transactions, till procedures, merchandising of deliveries. To process shipments, replenishment and markdowns.
2. In the absence of management, to authorise exchanges and refunds, issue credit notes, authorise all staff purchases, and abide by all till procedures, including till lifts where necessary. Also, to deal with any card queries and end-of-day till queries.
3. To assist the management with a certain amount of paperwork, i.e.: staff rotas, cashing up sheets, delivery confirmations, shortage reports, extras reports, diary reports.
4. In the managers' absence you must also understand the procedures for: purchase orders, returns to suppliers, banking, time sheets and hours worked and weekly sales reports. You must seek further assistance on these matters if necessary.
5. To merchandise with the team and fully replenish the sales floor.
6. To take full ownership of the inventory process.
7. To be vigilant of security risks and health and safety standards at all times and to ensure the staff are fully aware of all possibilities.
8. To implement company policy with store procedures, cash security, refund and applicable guarantees on returned stock, staff purchases and damaged stock.
9. To carry out all regular duties i.e. serving customers, tidying, re-stocking, housekeeping.
10. To understand the company handbook and understand all the rules therein.

Any other duties which may be necessary for the successful running of the store.