



Team Leader - Chaddesden

Job Title: Team Leader

Hours: 15 hours per week Monday to Sunday (5 over 7)

Pay: £12.90 per hour

Are you an experienced retail professional who loves leading by example? Do you thrive in a fast-paced environment, enjoy developing others, and have a passion for delivering outstanding customer service? If you're passionate about pets and want to take the next step in your retail career, we'd love to hear from you!

We're looking for a Team Leader to join our friendly and hardworking team. As a Team Leader, you'll play a key role in supporting the Store Manager and Assistant Store Manager with the day-to-day running of the store, inspiring your colleagues, maintaining exceptional retail standards, and delivering an outstanding experience for every customer.

Job Duties

Leading the Team: Support, motivate and inspire colleagues to deliver exceptional customer service while helping the team achieve store targets and business objectives. You'll be the go-to person in the absence of the management team.

Customer Service: Lead by example to create a welcoming, friendly environment where every customer receives expert advice and an exceptional shopping experience.

Sales Performance: Help drive store performance by promoting products, supporting promotional campaigns, improving TPC performance, and contributing towards achieving key business KPIs.
Stock Management: Ensure shelves are fully replenished, maintain excellent product availability, manage the store's top-selling lines, action out-of-date stock, and minimise stock loss and waste.

Store Standards: Maintain outstanding retail standards across both customer-facing and back-of-house areas, ensuring the store is clean, organised, safe and always ready to welcome customers.

Team Development: Encourage and recognise great performance, provide day-to-day coaching and guidance, and help create a positive, supportive culture where colleagues can succeed.

Communication: Stay up to date with weekly business communications and ensure important updates, promotions and operational changes are effectively implemented within the team.

Health & Safety & Compliance: Ensure company policies and procedures relating to cash handling, stock control, health & safety and store operations are consistently followed.

Key Holder Responsibilities: Open and close the store safely and securely, taking responsibility for the smooth operation of the business when members of the management team are unavailable.

Required Skills

- Previous experience within a fast-paced retail environment.
- Experience leading, coaching or supporting a retail team.
- Excellent customer service and communication skills.
- Ability to motivate others and lead by example.
- Strong organisational skills with the ability to prioritise workloads.



- A proactive, hands-on approach with a positive attitude.
- Comfortable working towards and exceeding sales and business targets.
- Reliable, flexible and confident making decisions when required.

Desirable Skills

- Previous experience as a Team Leader.
- Passion for pets and an interest in pet care and nutrition.
- Knowledge of stock control and merchandising.
- Experience working with retail systems and digital learning platforms.

Why Join Pets & Friends?

At Pets & Friends, we're passionate about both people and pets. We believe in recognising talent, investing in development and promoting from within wherever possible. You'll join a supportive team where your ideas are valued and you'll have opportunities to develop your career within a growing business.

Benefits

- Employee discount
- Cycle to Work scheme
- Free on-site parking
- Training and development opportunities
- Career progression within a growing business
- Company pension
- Employee discount
- On-site parking

Work Authorisation:

- United Kingdom (required)

Work Location: In person