

Role Profile

Job Title: Store Colleague

Department:	Stores	Reports to:	Store Manager
Band:	B	Location:	Store
Key Relationships:	Store Manager, store management team, store team, Area Manager		
Overall Purpose:	To deliver excellent service and store standards at all times.		

Knowledge <i>"What I do in my job"</i>	<p>DRIVING SALES</p> <ul style="list-style-type: none">• I know the best-selling lines and key products to improve sales• I let the customers know about our products and services• I make sure that as many products as possible are available to sell <p>GIVING GREAT SERVICE</p> <ul style="list-style-type: none">• I can talk really well about our products with customers• I am able to serve our customers quickly and where they need it• I make sure that our customers receive the best quality products in my store <p>BEING EFFICIENT</p> <ul style="list-style-type: none">• I use our tills, HHTs and other equipment in the most accurate and efficient way• I follow the company procedures for stock, cash and property to make sure we don't lose any money• I make sure that my store is as clean as possible using the right products
Skills <i>"How I do my job"</i>	<ul style="list-style-type: none">• I always show courtesy when dealing with customers.• I deal with different customers in different ways• I help others to get the job done and communicate well with other team members.• I take on board and apply new training in store well.• I get involved in my areas activities and help out other sections when needed without asking.
Attitude <i>"How I am in my job"</i>	<ul style="list-style-type: none">• I take pride in myself, my appearance and Iceland• I focus on what needs to be done to give great service and quality to the customer• I keep things simple and take action to make things better• I am positive even when things get tough• I act with pace and urgency in all I do