

Job Title	Team Leader – Rolex Boutique
Location/Team	Store Based
Reports To	Manager / Deputy Manager
People Responsible For	Sales Consultants
Job Purpose <i>(a simple statement to clearly identify the objective of the role)</i>	
<p>Being an ambassador for Watches of Switzerland and Rolex, as a Team Leader you will be an inspirational and motivational member of the team who will assist Management to ensure that operating processes and procedures are maintained and continually improved providing a streamlined, customer orientated service. Helping to lead, motivate and develop the team you will be strategic and change orientated and drive this in a consistent manner across your store.</p> <p>Acting as a role model you will have an impressive record of business development and with excellent people skills you will help to drive the business forward; sharing your passion about our fantastic products.</p>	
Essential Experience / Attributes	Desirable Experience / Attributes
<ul style="list-style-type: none"> • Proven record of delivery in a retail environment • People, sales and customer focused • Previous retail management experience • Experience of leading and developing a team • Managing and delivering operating costs and identifying suitable efficiency improvements • IT literate 	<ul style="list-style-type: none"> • Product knowledge • Experience of working in a luxury sales environment • Clienteling / event management
Core Accountabilities	
<p>As a Team Leader you will act as a support to Management within the business, providing a link between Head Office, Retail Operations and our customers.</p> <p>You will be accountable for delivery in the following areas:</p> <ul style="list-style-type: none"> • Assisting Management in leading and motivating the team to increase sales and ensure efficiency whilst creating a luxury sales environment • Reviewing sales figures and putting forward recommendations to drive the business forward • Competitor analysis • Driving a high level of customer service • Assisting with recruitment, performance management and training • Conducting appraisals and performance reviews alongside Management • Continuous development of staff • Communication of business initiatives • Adhering to policies and procedures at all times • Key holder responsibility – opening and closing of the Store 	