

Job Description



Team Leader

- LOCATION:** Primacy Meat Counter – Tesco store based .
- REPORTING TO:** Area Manager/Senior Management Team.
- RESPONSIBLE FOR:** Primacy team in store
- OPENING TIMES:** Monday to Sunday - local opening times applicable.
- HOURS:** Rota basis – five days per week, includes evenings, weekends and public holidays.

COMPANY OVERVIEW:

Primacy Farm Butchers is owned by the Bowman family and the farm, which has been in the family for over 30 years, supplies our Tesco Meat Counters across Northern Ireland and our own Food Village, based in Bangor.

The company has won many prestigious awards over the years including N. Ireland Butcher of the Year and the UK Butchers Plus Award and this has been achieved with a combined excellence of product and staff.

ROLE OVERVIEW:

To lead a Butchery Team in one of our Tesco Meat Counters and ensure the smooth running of the counter on a day-to-day basis. The role is very much hands on and the team leader is expected to lead by example and perform whatever role is needed to facilitate the efficient and effective operation of the counter

KEY TASKS AND RESPONSIBILITIES:

Product Responsibilities

- To ensure all stock is displayed in accordance with the Primacy Meats layout standards and ensure merchandising and display are A1.
- To ensure product levels on display are maintained throughout the day
- To ensure that all the Primacy Meats Operational processes are adhered to.
- To maintain cleanliness standards and ensure hygiene practices are followed always
- Ability to work in pressurised counter environment
- Manual handling awareness due to heavy lifting of product
- Committed to learning knife skills to a proficient level
- Responsible for ordering stock, controlling wastage and periodic stock counts
- Implement plans and maintain Company standards to receive, inspect and store meat to ensure quality
- To store meat in appropriate chilled conditions and maintain stock rotation

Customer Service & Sales Responsibilities

- To develop and maintain 100% service levels to the department, by getting product, making product, tidying area, maintaining cleanliness, working on busy counter serving customers quickly and efficiently
- Proactive approach to meeting sales targets
- To meet and exceed targeted sales on a daily & weekly basis
- To ensure excellent levels of customer service always
- To organise in-store sampling and offer leaflets around the store
- Develop and maintain a positive culture to customer service both internal and external
- Respond directly and positively to feedback given by management or customers. Responsible for dealing with feedback in a timely and professional manner.
- To promote the value deals to customers via pack sales
- To offer cooking advice on product and suggest recipe ideas

Communication Responsibilities

- Effective feedback and communication skills
- Liaise with Area Manager on all sales issues, product dates, staff issues and any areas that cause concern.
- Maintain standards, objectives and targets for each area within your control
- Monitor all aspects of performance
- Give feedback in a timely manner when required in relation to work
- Communicate with internal and external customers positively.
- Maintain and develop positive relationships with Tesco colleagues and management team

People/Team Responsibilities

- Supervise and motivate the staff to ensure tasks are completed to required standard and sales targets are achieved
- Your role is to develop an enthusiastic and committed team which is focused on excellent customer service and sales,
- Develop a culture of continuous personal development. You will be responsible for coaching, mentoring and developing colleagues.
- Attend training courses and on the job training as and when instructed
- Demonstrate personal commitment in your day-to-day behaviour
- Be an active team member as well as team leader
- Use initiative and take responsibility for staff rotas, sourcing staff to cover absence and certain elements of the back to work and disciplinary process

Administrative Responsibilities

- Ensure that company procedures are adhered to and continuously look to suggest improvements
- Responsible for record keeping and audits, Implementation and enforcement of HACCP procedures and Company policies in relation to hygiene. Deal with EHO and Tesco auditors as required.
- General record keeping in relation to staff
- To develop local record keeping over and above general operational processes ie monthly profit comparisons, informal staff conversations.
- In addition to the tasks and responsibilities highlighted in this job description, you shall attend to any further tasks the company may allocate to promote the smooth and efficient running of your area or the business generally.

Person Specification

- Time served as a Butcher.
- Physically able to carry out the full duties of the role.
- A hands-on team player and motivator, with the integrity, drive and qualities to inspire confidence and secure high standards of performance and professionalism in a challenging and competitive environment.
- A decisive, self-starter with high energy levels, common sense and initiative and ability to develop and other team members.
- Experience of staff management
- An ability to provide effective and concrete communication to your team and Head Office.
- Good time management and organisational skills, including the ability to work to tight schedules, prioritise and plan
- An effective listener who can carry out instructions
- An ability to motivate and inspire your team.
- Lead by example. You need to be very much hands and whilst you are the team leader you are also part of the team responsible for ensuring all jobs are carried out, everything from cleaning to ordering and serving customers.
- Effective delegator and organiser to ensure all tasks are completed within timeframe
- Excellent customer service skills
- Fluent English

HR DEPARTMENT - Primacy Meats Ltd
26a Primacy Road, Bangor, DOWN, BT19 7PQ

Tel: 028 9127 0083 / Option 5
Email: humanresources@primacymeats.com / office@primacymeats.com
Website: www.primacymeatsfoodvillage.co.uk



PLEASE NOTE:

Please complete in **BLACK** ink, clearly written or typed, using **CAPITALS**.
Continue on a separate sheet where necessary, **DO NOT** amend the document layout.

Please refer to the supporting literature before completing this form – **ALL SECTIONS MUST BE COMPLETED**

CLOSING TIME & DATE:		JOB REFERENCE:	
JOB APPLIED FOR:			
JOB LOCATION:			
Where did you see this job advertised? (please be specific)			

Personal details – please complete using your legal details			
First name(s):			Title:
Surname:		Previously Known As:	
Full Postal Address:			
Postcode:			
Daytime tel. no. (inc. STD code):			
Evening tel. no. (inc. STD code):			
Work tel. no. (inc. STD code):			
Email address:			

Additional information	
Dates when you are unavailable for interview E.g. Holidays etc	
Do you, your partner or family have any interests (financial, professional or otherwise) that may conflict with your PRIMACY MEATS employment? YES/NO	
If yes, please provide details:	
Do you require a permit to work in the UK? YES/NO (If yes, please give details)	
Do you have a preference for hours, eg FT, PT, 16 hrs:	
Are you able to consider other locations or roles? If yes what would they be:	
Do you have a full driving licence? YES/NO	Do you have your own transport or access to transport? YES/NO
Please detail any driving convictions:	
Please provide details of previous applications/interviews:	

Employment history present/most recent post	
Company Name:	
Contact Name and Role Title:	
Address:	
Postcode:	
Contact tel. no. (inc. STD code):	
Email address:	
Your Job/title:	
Date from/to:	Contract Type: Eg. FT, PT or Temp etc
Wage/Salary/Other benefits: £	
Major duties/responsibilities:	
<p>* Reason for seeking new position/leaving:</p> <p>Period of notice / date available to start:</p>	

Employment History – please complete work history		
Employers Company Name:	Role Title	Rate of Pay:
Contact Name:	Start Date:	Leaving Date:
Address:		
General Duties:		
Reason for Leaving:		

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Contact Name:	Start Date:	Leaving Date:
Address:		
General Duties:		
Reason for Leaving:		

Education – including Secondary, College, University

Name and address of institution:	Courses taken/subjects:	Dates (from - to):	Full/ part-time:	Qualifications* /grade:

Please give details of other courses you have attended and whether you were awarded a certificate:

Eg: Food Safety, First Aid, Fire Safety

Professional Membership

Name of professional body:	Grade of membership and whether by examination:	Date:

NB: *You may submit copies of certificates; however, the originals will need to be produced on Offer of Employment and failure to do may result in the Offer being withdrawn*

Relevant Experience

When completing this section please refer to the requirements in the **job description/person specification** - respond specifically, and clearly, to each point – ensuring that you clarify the inclusive dates and the length of time.

Clearly mark the first section as how you meet the Skills, (if person specification supplied then the Essential Skills and the second as the Desirable Skills). For either sections, you can include voluntary work, leisure interests and other activities which you consider to be relevant to the position.

If you run out of space please reprint this page and use.

References

Please give details of two named referees covering the last 5 years of your employment history. These should not include a relative; and personal referees must be able to comment on your skills and abilities in relation to the post. Additional references may also be sought from previous employers. References for shortlisted candidates may be taken up before interview unless you request otherwise.

<p>(i) Current/most recent employer (or alternative referee where not available)</p> <p>Name:</p> <p>Address:</p> <p>Tel. no:</p> <p>Email Address:</p> <p>Relationship:</p> <p>How long have they known you?</p> <p>May we contact this referee before interview? Yes No</p>	<p>(ii) Other</p> <p>Name:</p> <p>Address:</p> <p>Tel. no:</p> <p>Email Address:</p> <p>Relationship:</p> <p>How long have they known you?</p> <p>May we contact this referee before interview? Yes No</p>
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Disability Discrimination Act 1995
The Disability Discrimination Act defines a person as having a disability if he or she ‘has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities. If you consider yourself to have a disability (see notes of guidance) and can demonstrate you meet the essential requirements for this post, we will offer you an interview.

Do you have a disability? (Please circle) **Yes No**

Wherever possible and reasonable we will make amendments and offer alternatives to help a person with a disability through the application and selection process. If you require assistance at any stage of the Recruitment Process, please contact the HR department or provide details below:

Declaration by Applicant

I confirm to the best of my knowledge and belief that the information given on this form is correct. I understand that any offer of employment will be subject to satisfactory references and medical assessment. Any misleading statement or deliberate omission may disqualify my application and lead to instant dismissal.

I consent to the necessary enquiries and checks being undertaken by PRIMACY MEATS; to confirm that the information included in this application form is correct, to verify the authenticity of my qualifications and to ascertain my previous working history - this may also include an applicant’s publicly available information including social media.

In pursuant with the General Data Protection Regulations 2018, (GDPR), under the ‘special categories’ section, I understand that my details contained in this form together with any obtained in relation to it, will be retained confidentially by PRIMACY MEATS for three years for monitoring and diversity statistical purposes and if employed, will be kept for a reasonable time after the employment ends on a case by case determination.

All applicants, please sign (please note that if you are completing this application electronically, you may be asked to sign the form if you are invited to interview).

Signature:	Date:
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Guidance notes for completing your application form

The following information is designed to assist you in your application for this job so **Please read carefully.**

The application form and short listing procedure

- Applications should be typewritten or completed legibly in black ink to allow for photocopying. In the interests of fairness, all applications must be made on the Company's official application form - all CVs will be destroyed.
- We want to try and ensure that everyone applying for a job with us has a fair chance and the application form is the first stage in the recruitment process which may lead to a possible job offer. It is therefore very important that you complete all sections of the application as clearly and fully as possible. If you have any difficulty in completing this application form or if there is something on the form that you do not understand please contact the Human Resources department who will be happy to help you.
- Make sure you return your application form so that we receive it before any specified closing date and time. This would be stated on the advertisement.
- Please do not send original qualification certificates, copies may be sent but the original will be required to be produced on offer of employment.
- When completing work history section, it is appreciated that there are different types of history so if you have had the same role for a long period you are encouraged to include other employment if relevant. If, however, you have been employed in various temporary roles please go back as far as you believe is reasonable for the role you are applying for but preferably no less than 10 years. If, however, your age does not allow for this then please provide what history you can. Please note further information may be sought
- Due to the amount of responses, we may commence the shortlisting procedure prior to the closing date or we may close the vacancy once a pre-determined number of applications have been received. In addition, if you do not hear from us within 2 weeks of the closing date then you have not been shortlisted.
- When returning, the completed application DO NOT return this sheet or the job description as Primacy Meats wishes to minimise their Carbon Footprint and therefore, want to avoid unnecessary printing.
- It is preferred that completed applications are received by post, however, if you are restricted by the closing date then please scan and email to the email address noted on the first page of the application form.
- When completing the Equality Monitoring Form, please complete ALL sections and return in an envelope marked with your name. As an organisation, to ensure compliance with the Equality Commission, we are required to submit this information so appreciate your assistance.
- Unemployed applicants, in receipt of benefit, should be aware that the Job Centre will contact employers to confirm receipt of the application form, attendance and attitude at interview and if appropriate the outcome of the interview.

Job description and person specification

Every advertised post has a job description and, on occasion, a person specification. The job description outlines the main duties of the job. The person specification sets out the knowledge, skills, qualifications and experience required and provides the criteria against which you will be assessed, under the section Skills/Experience and Personal Attributes.

We decide who to invite for an interview by comparing what you tell us in your application form with what we have asked for in the person specification. **It is therefore vital that you clearly explain how your skills and experience match the requirements outlined in the job description and person specification if supplied.**

On the person specification, we list the criteria in two ways:

Essential (e.g. the minimum skills, qualifications or experience which, you must have to do the job) and **Desirable** (these are not essential, but are additional to the minimum requirement to do the job).

- If all the applicants meet the **essential** criteria, the selection panel may use the **desirable** criteria to assess and decide which applicants further meet the additional requirements of the job, and should be invited for an interview (or to the next stage as indicated).
- If an application is illegible or poorly completed with no explanation may result in the application being removed from the process.
- In addition, you must clearly set out the start and finish dates of any experience gained and say what length of experience was gained, e.g. 6 months 01.01.2016 – 30.06.16, 3 years 01.01.2013 – 30.06.2016.
- If a professional qualification or trade qualification has been specified you, as the applicant, must clearly demonstrate the relevant experience you have in a role equivalent to the role you are applying for, the comparisons and why you believe that the experience you have can be considered as equivalent. However, for some roles the qualification will be considered essential and no substitutes or training completion dates will be considered.

Unique EO Ref:.....

PRIVATE AND CONFIDENTIAL

Dear Applicant

Ref: Equal Opportunities Monitoring Questionnaire

We are an Equal Opportunities Employer. We aim to provide equality of opportunity to all people regardless of their religious belief, political opinion, sex, race, age, sexual orientation, marital or civil partnership status, disability, or whether they have undergone, are undergoing or intend to undergo gender reassignment.

We do not discriminate against our job applicants or employees on any of the grounds listed above. We aim to select the best person for the job and all recruitment decisions will be made objectively

We monitor personal information about our job applicants and employees, in order to demonstrate our commitment to promoting equality of opportunity in employment. We also monitor the community background and sex of our job applicants and employees in to order to comply with our duties under the *Fair Employment & Treatment (NI) Order 1998*.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so. Nevertheless, we encourage you to answer these questions, even if it means marking the box – *Prefer not to say OR Other*.

Your answers will be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any unlawful decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.

To protect your privacy, you should not write you name on this questionnaire. You should enter the unique Primacy Meats Reference and our Monitoring Officer will match this to your name, whilst maintaining confidentiality.

Many thanks

Human Resources Department

EQUAL OPPORTUNITIES FORMNational Insurance No:

Primacy Meats is committed to achieving equality of opportunity and continually monitors the effectiveness of its policies and procedures. This monitoring information is held confidentially and is not seen by the selection panel. It is used to monitor our Recruitment & Selection and other employment processes. Please complete each section in black ink or by typing and return in an envelope, otherwise please scan and return via email.

Age 16-24 25-29 30-34 35-39 40-44 Prefer not to say:

45-49 50-54 55-59 60-64 65+ **Date of Birth:**

Do you consider yourself to be disabled person? YES No Prefer not to say

If you answered "yes", please indicate the nature of your impairment by ticking the appropriate box(es) below:

- Physical impairment:**
E.g. difficulty using your arms, or mobility issues requiring you to use a wheelchair or crutches.
- Sensory impairment:**
E.g. being blind or having a serious visual impairment, or being deaf or having a serious hearing impairment
- Mental health condition:**
E.g. depression or schizophrenia.
- Learning disability or difficulty:**
E.g. Down's syndrome or dyslexia, or **Cognitive impairment**, such as autistic spectrum disorder.
- Long-standing or progressive illness or health condition:**
E.g. cancer, HIV infection, diabetes, epilepsy or chronic heart disease.
- Other (please specify):**

Gender Male Female

Are you married or in a civil partnership? Yes No Prefer not to say

How would you describe your national identity? _____

British English Scottish Prefer not to say

Northern Irish Welsh Irish Other

What is your sexual orientation?

Heterosexual/Straight	<input type="checkbox"/>	Homosexual/Gay man	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>	Lesbian/Gay woman	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	Other	<input type="checkbox"/>

CONVICTIONS: Unprejudiced consideration will be given to candidates who declare criminal conviction(s). Only offences which are manifestly incompatible with the post in question will result in candidates being excluded from consideration.

Have you ever been convicted of a criminal offence (other than those that would be considered spent under the Rehabilitation of Offenders Order (NI) 1978)? **Yes / No - if YES please give details:**

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PLEASE NOTE: Spent convictions must be declared for some positions (e.g. work involving substantial access to children or vulnerable adults). If you are applying for such work you will be asked to complete an additional vetting form, however, this would be highlighted in the job description.

What is your ethnicity?

Ethnic origin categories are not about nationality, place of birth or citizenship. They are about the group to which you as an individual perceive you belong. Please indicate your ethnic origin by ticking the appropriate box

White	Northern Irish <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy or Irish Traveller <input type="checkbox"/>	English <input type="checkbox"/> Scottish <input type="checkbox"/> Welsh <input type="checkbox"/>	Other White background <input type="checkbox"/> <i>Please state:</i>
Mixed/multiple ethnic groups	White and Black African <input type="checkbox"/> Any other mixed background <input type="checkbox"/> <i>Please state:</i>	White and Black Caribbean <input type="checkbox"/> White and Asian <input type="checkbox"/>	
Asian/Asian British	Indian <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Pakistani <input type="checkbox"/>	Chinese <input type="checkbox"/> Any other Asian background <input type="checkbox"/> <i>Please state:</i>	
Black/ Black British	African <input type="checkbox"/> Caribbean <input type="checkbox"/> Black British <input type="checkbox"/>	Black Irish <input type="checkbox"/> Any other Black background <input type="checkbox"/> <i>Please state:</i>	
Other ethnic group	Arab <input type="checkbox"/>	Any other ethnic group <input type="checkbox"/> <i>Please state:</i>	
Prefer not to say	<input type="checkbox"/>		

What is your religion or belief?	Christian <input type="checkbox"/> Jewish <input type="checkbox"/> Buddhist <input type="checkbox"/>	Hindu <input type="checkbox"/> Sikh <input type="checkbox"/> Muslim <input type="checkbox"/>	Prefer not to say <input type="checkbox"/> Other religion, please state <input type="checkbox"/>
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What caring responsibilities do you have?

None <input type="checkbox"/>	Primary carer of older person (65+) <input type="checkbox"/>
Primary carer of a child/children (under 18) <input type="checkbox"/>	Secondary carer <input type="checkbox"/>
Primary carer of disabled adult (18 and over) <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
Primary carer of disabled child/children <input type="checkbox"/>	

To demonstrate our commitment to equality of opportunity in employment we need to monitor the background of our applicants and employees, as required by the Fair Employment and Treatment (NI) Order 1998. Regardless of whether they actually practice a particular religion, most people in Northern Ireland are perceived to be members of either the Protestant or the Roman Catholic communities. Please indicate which community you belong:

I am a member of the Protestant community:	
I am a member of the Roman Catholic community:	
I am not a member of either the Protestant or the Roman Catholic communities:	

If you do not answer the above question, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form/CV/personnel file. However, it is preferred that you make this determination as the residuary method is not ideal.

By completing this form, you have helped us better understand how we, as an employer, ensure equality of opportunity for all, thank you. We can also confirm that we keep all applications, and therefore, candidate personal data for a period of two 'Equality Monitoring' years and by submitting this information you accept this.

