



ABOUT THE ROLE | TEAM LEAD

As a Team Lead at OAKBERRY, I play a pivotal role in ensuring operational excellence and fostering a positive work environment. I lead by example, guiding and supporting team members to deliver exceptional customer service while upholding Oakberry's values and standards.



Rate of Pay

€14.55



Reports To

Store Lead



Reports

Team Members

KEY RESPONSIBILITIES

Leadership & Guidance

I provide direction and support to team members, ensuring clarity of goals and alignment with OAKBERRY's vision and values.

Customer Service Excellence

I lead by example in delivering outstanding customer service, setting a high standard for the team to follow and ensuring customer satisfaction is prioritised at all times.

Team Development

I actively mentor and develop team members, fostering a culture of continuous learning and growth to maximise individual and collective potential.

Operational Efficiency

I oversee day-to-day operations, ensuring adherence to OAKBERRY's processes and procedures to optimise efficiency and minimise errors.

Communication & Collaboration

I facilitate open communication within the team, promoting collaboration and teamwork to achieve common goals and resolve challenges effectively.

Quality Assurance

I conduct regular quality checks to uphold OAKBERRY's standards of excellence in product quality, cleanliness, and presentation.

Performance Management

I monitor team performance, providing constructive feedback and recognition to drive motivation and accountability.

Problem Solving

I proactively identify and address operational issues, implementing solutions to enhance productivity and customer satisfaction.

Diversity & Inclusion

I champion diversity and inclusion within the organisation, fostering an environment where every individual feels valued, respected, and empowered to contribute.

LIVING OUR VALUES

I uphold our values by fostering a fun and engaging work environment, while celebrating the achievements of my store and promoting camaraderie. A culture of trust, respect, and open communication is vital to the smooth running of my store, as I stand shoulder to shoulder with my colleagues in prioritising service excellence.

VISIT [OAKBERRY.IE/CAREERS](https://www.oakberry.ie/careers) TO APPLY