

Information about key roles in Booker Ltd

Booker Cash & Carry Roles

Booker is the UK's largest food wholesaler serving over 400,000 catering and retail customers. With sales of £3.2billion and a growing customer base we are committed to offering greater choice, lower prices and better service.

We've detailed some of the key roles within the branches and field teams. If you know that you can make a difference in one of them we want to hear from you.

BRANCHES

Are at the heart of our business. It's here that 7,500 colleagues, across 172 branches, deliver great customer service 7 days a week selling over 20,000 product lines. Averaging 47,000 sq ft each Branch offers great opportunities for flexible working and career development.

Area Managers

The Area Manager (responsible for a single branch - not multi site - with a geographical 'area' of customers) possesses passion and energy in developing excellent customer relationships and maximising opportunities to improve cash profit and customer satisfaction. While ensuring the right team is in place to maintain Branch controls, standards and safety, the Area Manager drives sales by working closely with our customers to grow their businesses - at the same time as staying ahead of our competitors. We offer a competitive salary and benefits package including an annual bonus scheme plus a company car.

Branch Managers

Reporting directly to the Area Manager the Branch Manager has a hands-on approach to Branch operations. They'll lead, motivate, inspire and influence the Branch's team of Supervisors and Branch Assistants to ensure the Branch is trading efficiently, safely, within legal constraints and offering the highest customer service standards. Ideally, Branch Managers will have had previous experience in a customer facing retail or wholesale environment together with excellent organisational, communication and people management skills. We offer a competitive salary and benefits package including an annual bonus scheme.

Delivery Managers

In a number of Branches, our delivery service has grown so large, we have split the Branch Manager's role into 2 roles – one for collect (Branch Manager) and one for Delivery (Delivery Manager). This role also reports directly to the Area Manager and has a hands-on approach to Delivery operations. They'll lead, motivate, inspire and influence the Delivery team of Supervisor(s) and Branch Assistants to ensure the Delivery Department is trading efficiently, safely, within legal constraints and offering the highest customer service standards. Ideally, Delivery Managers will have had previous experience in deliveries / logistics and will also have excellent organisational, communication and people management skills. We offer a competitive salary and benefits package including an annual bonus scheme.

Supervisors

Our Supervisors each manage a team of Branch Assistants with responsibility for a particular area of the Branch. All roles require excellent customer service and communication skills, and preferably some experience in supervising / managing a team. We offer a competitive salary and benefits package including a quarterly customer satisfaction bonus scheme for our Supervisors.

Customer Services Supervisors – are responsible for the team that work at the 'front of house' area that includes reception, checkouts, the car park and the cash and banking area. Helping to ensure colleague rotas are correct and that the right people are working in the right places at the right times, they are responsible for making sure that the Branch Team offers the highest standards in customer service and minimise risk through effective debt control and cash handling.

Replenishment Supervisors – are responsible for the 'shop floor' and goods-in area.. Through their team, they'll make sure that products are on sale and are in good condition whilst minimising

replenishments costs. They'll also ensure legal requirements are adhered to and that customer queries are responded to quickly and efficiently. Some Branches operate night shift replenishment teams.

Stock Control Supervisors – are responsible for stocking the range that their customers require. They make sure that products are available on shelf by improving merchandising standards and minimising stockholding.

Butchery Managers – are skilled butchers who, together with a small team, run the Branch's meat department. They build excellent customer relationships with responsibility for annual sales and profit targets at the same time as ensuring that all Food Safety and Health & Safety regulations are met.

Delivery Supervisors – delivered sales are a growing part of the business and this Supervisor has responsibility for ensuring that customer orders are accurately processed and picked, before being delivered on time. At the same time they must always ensure that the delivery fleet is safe and legal.

Branch Assistants

Branch Assistants are responsible for providing excellent customer service and working to company standards at all times. These roles are a fantastic way to learn our business whilst deciding what department / area you would like to progress your career in. You could be trained in all areas of the branch and each day will be varied and different (depending on our customer's needs). We are a 7 day operation and therefore offer a variety of flexible working patterns to fit personal circumstances and support work and family demands whilst meeting the needs of the business and our customers. We offer a competitive wage and benefits including a quarterly customer satisfaction bonus scheme.

SALES

Of course we don't forget that our customers are busy people who run their own businesses. That's why we have two field based sales development teams who work closely with our Area Managers - Retail and Catering. These roles are responsible for working closely with our existing and potential customers to help them exploit opportunities and grow their businesses.

Both roles work with their 'home' Branches to grow the customer base and deliver excellent customer service. We offer a competitive salary and benefits package including an annual bonus scheme plus a company car.

Retail Development Managers – actively recruit new retail customers and work closely with existing customers, especially our symbol group customer base, Premier, to offer support, advice and expertise in growing their businesses. Working with clear sales, profit and customer satisfaction targets the ideal candidate will have a wholesale background and understand customers in the independent convenience and symbol group sector.

Catering Development Managers – understand just what our catering customers want from Booker and work with them to get it. Working with clear sales, profit and customer satisfaction targets candidates experience of working within the catering industry, especially with on premise food preparation, would be beneficial but not essential. More important is the belief in our package and a desire to succeed.

Merchandisers – working with our Retail customers, our merchandisers help grow their business by providing expert advice and assistance in range and merchandising.

OTHER OPPORTUNITIES

Supporting our Branches is our Head Office based in Northamptonshire and Regional Support functions. The Booker Group also incorporates other business units: Booker Direct, Classic Drinks, Ritter Courivaud and Booker India and employs circa 9,000 colleagues in a wide variety of roles, increasing the opportunities for colleagues to broaden their skills and knowledge.

Please send a CV to jobs@booker.co.uk and we can match your skills and experiences to opportunities we may have.