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| **Job Description** | **Trainee Area Manager** |
|  | **Full-time** |

**Company Background**

*Serve Legal is the UK’s leading retail compliance auditor, enabling market leaders to successfully measure and improve performance, and protect their businesses. We perform independent, undercover on-site audits enabling companies to establish if expected staff performance, operational standards and company procedures are in place.*

*Serve Legal is a dynamic, growing company delivering over 200,000 audits a year with a UK- wide team of around 7,500 auditors. With expertise in age-restricted sales, retail audit, media compliance and customer experience fields, we are expanding our business into new territories.*

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**Job Purpose:**

To work within a small regional team, taking responsibility for a designated area. Demonstrating the company’s core values to ensure that audits are completed on time and to agreed Key Performance Indicators.

* To build and manage a reliable and tenacious team of auditors to ensure the above.
* To be an effective member of regional and divisional teams, demonstrating positivity and pride
* To contribute to the work of the Operations Group, working collaboratively with dynamism and ambition to build the success of Serve Legal and associated ventures.

**Principal Accountabilities:**

An effective Area Manager takes ownership of given activities in a designated area and actively seeks to identify improved ways of working and sharing good practice. The main responsibilities of this role are:

1. **Recruiting and managing an evolving team of auditors**, ensuring efficient and cost-effective coverage of the designated region. This involves:
2. The early identification of recruitment needs and planning for their resolution
3. Taking responsibility for all audit costs in the area
4. Allocating and approving audits:

* Briefing and training all auditors as appropriate.
* Monitoring the progress of audits
* Checking audit reports for quality and accuracy.

1. Managing auditor performance:

* Identifying and addressing both good and poor performance through the clear communication of objectives and appropriate training.
* Monitoring pass rates (for age test auditors), report quality and costs.
  1. Building a sense of community through personal contact and social media

1. **Regional and divisional responsibilities:** 
   1. **Quality Assurance:** Play an active role in the auditing process, ensuring the region meets its targets for auditor contact.
   2. **Recruitment:** Recruit auditors using a range of proven methods and identify potential new areas for effective recruitment
   3. **Special projects:** working in areas which fall outside SL core activities as required
   4. **Divisional support:** work collaboratively with colleagues as required to ensure that across the company all visit types are completed accurately and on time.

**Behavioural and work-based competencies**

* Good time management and organisational skills; an incisive self-starter with the ability to prioritise tasks, demonstrate tenacity and meet deadlines
* Ability to cultivate strong working relationships; a positive and dynamic leader who inspires confidence.
* Decisive; cool under pressure. Reliable and tenacious
* Good communications skills; the ability to communicate clearly whether face to face, by phone or in writing
* Collaborative. Able to motivate and collaborate with others to achieve group targets; take a balanced and objective view; take pride in collective success
* Good understanding of Outlook, Word, Excel; has an understanding of Microsoft Office programmes and the ability to expand knowledge in these areas
* Good presentation skills; able to create a presentation and deliver it to both small and large groups. A confident and intelligent presenter.

**Other Requirements:**

* The main place of work is the Trainee Area Manager’s home.
* Monthly meetings are held in our London Office. Attendance at all meetings and company events is expected.