Shona Charlton

Team Leader

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Profile

Retail team leader with three years leading a team of 14 across the tills, customer service desk and garden centre of a large home and garden store, after two years as a sales assistant. Runs the store as duty lead two evenings a week, plans rotas and breaks, trains new starters and handles complaints and refunds. Studying for the Team Leader Level 3 apprenticeship. Looking for a team leader or assistant manager post in a bigger store.

Experience

Team Leader | Harlow Home and Garden, Leicester | March 2023–present

- Lead 14 colleagues across the tills, customer service desk and garden centre, in a store taking about £9 million a year.
- Plan the weekly rota and breaks against footfall, and arrange cover for sickness so the tills stay staffed at weekends.
- Trained 11 new starters on tills, refunds and age-restricted sales; the store passed every test purchase in 2025.
- Run the store as duty lead two evenings a week: closing, cash-up and alarm, and the first answer to any complaint.
- Raised sales of plant care add-ons in the garden centre by 18% in a season, with a weekly target and coaching at the till.
- Brought garden centre shrinkage down from 2.6% to 1.7% of sales with weekly stock counts and markdown checks.
- Hold return-to-work meetings and first-stage performance conversations, following the store's policies with the store manager.
- Proposed moving the click-and-collect desk to the entrance; the store manager agreed, and waits fell from about ten minutes to four.

Sales Assistant | Harlow Home and Garden, Leicester | 2021–2023

- Served on the tills and the customer service desk, and became the garden centre's plant care adviser.

Qualifications

- Team Leader Level 3 Apprenticeship (started June 2025)
- Level 2 Award in Health and Safety in the Workplace (2024)
- GCSEs including English Language 6 and Mathematics 5

Skills

- Rotas, breaks and absence cover
- Cash-up, refunds and till reconciliation
- Stock counts, markdowns and shrinkage checks
- Training new starters, including age-restricted sales
- Handling complaints on the shop floor