



Recruitment | Apprenticeship | Development



## Team Leader Apprenticeship

In our continuous search for new leadership talent we are looking for suitable candidates for our new Retail Team Leading Apprenticeship programme.

This is a fantastic opportunity with World Duty Free (WDF) and will provide a stimulating opportunity to develop your leadership, commercial and interpersonal skills within our fast-paced retail environment; offering both exclusive and competitively priced product ranges in Beauty, Cosmetics, Skincare, Confectionary, Wines and Spirits, Fashion Accessories, Sunglasses and Souvenirs.





## Are you?

- Passionate about providing exceptional customer service?
- Able to understand how the role contributes to the success of the business?
- Able to interact and communicate with a variety of cultures?

## Do you have?

- Excellent interpersonal skills – a good ability of spoken English?
- The ability to communicate in more than one language?

### Qualification content

- Principles of customer service; understand customers and provide good customer service
- Manage personal performance and development
- Self-awareness and communication skills
- Understanding retail consumer law
- Health & Safety procedures in a workplace
- Develop working relationships with colleagues
- Understanding security and loss prevention in a retail business
- Understand the retail selling process, marketing sales and promotion, products and services merchandising, stock and new technologies to support retail operations.

**Duration** 18 – 24 months.

**Delivery** through a combination of classroom based teaching and learning as well as work place training and assessment.

### Entry requirements

- Aged 18 – 24
- Be legally allowed to work in the UK
- Have lived in the UK for the last three years
- Have no qualification at level 4 or higher
- GCSEs English and Maths A – C grade or equivalent.

If you are interested, please apply on line:  
[www.findapprenticeship.service.gov.uk/  
apprenticeship/738016](http://www.findapprenticeship.service.gov.uk/apprenticeship/738016)

You will need to create an account to apply.

If you are interested and already work for WDF, contact your line manager or the HR team to make your application.

Closing date for applications is:  
**4 June 2016.**

General enquiries contact:

**T: 020 8759 5978**

**E: [enquiries@heathrowacademy.co.uk](mailto:enquiries@heathrowacademy.co.uk)**

**W: [www.heathrow.com/academy](http://www.heathrow.com/academy)**