



Job Description: Retail Store Manager

Reports to: Retail Store Director/ District Manager

Up to £27,000 per annum - Feather & Black Limited – Permanent

Summary of Role

Achieves or exceeds annual sales and profit targets through the development of a high performing sales team delivering exceptional customer service and excellent operational standards. Develops new customer relationships and builds and interacts with existing customers to drive sales. Builds effective relationships with colleagues, management and support functions.

Key Duties and Responsibilities

Sales and Service

- Meets or exceeds own store sales and KPI targets.
- Ensures that the team consistently deliver the agreed F&B experience. (TBC – sales journey)
- Has an expert knowledge of F&B products and trains consultants.
- Manages the customer order lifecycle from quote through to purchase, ATP date changes, delivery dates and post-delivery satisfaction follow up call. Explains the after sales policy.
- Chases outstanding payments for orders pre-delivery.
- Diffuses customer order issues and works with other depts to deliver a timely resolution.
- Ensures that rotas built in line with footfall to maximise productivity per staff hour.
- Recommends and executes special events to drive sales.
- Drives agreed F&B promotional activity.
- Continuously develops knowledge of competitors activity and local market conditions.

Human Resources

- Responsible for recruiting and retaining the best - robust succession plan in place.
- Ensure that new recruits receive effective onboarding, facilitates ongoing training and coaches to improve performance.
- Gives consultants regular feedback on performance and resolves any ER or performance issues.
- Works collaboratively with colleagues.
- Manages work hours, days off, lieu time and holiday in line with F&B policy.
- Keeps accurate records of hours worked and communicates effectively with payroll provider.
- Acts in accordance with company values and beliefs.
- Maintains a high level of attendance and punctuality.
- Presents a professional appearance in line with company dress code.

Visual Merchandising

- Delivers a store with a commercial and inspirational layout. Reviews performance by line and category and takes action to maximise sales.
- Ensures store is merchandised as directed in the visual merchandising guidelines.
- Identifies and escalates merchandise status – best sellers, slow sellers and stock shortages.

Operations

- Responsible for the management and control and all aspects of store operations.
- Ensure tills balance and that petty cash and banking is reconciled.
- Ensures accurate reconciliation of stock deliveries and transfers.
- Monitors and controls all areas of operational expense.
- Manages payroll in line with budget and performance.
- Maintains excellent housekeeping standards.
- Manages and escalates maintenance or equipment issues.
- Maintains a secure and hazard free environment. Completes H&S reviews as required.
- Controls shrinkage through team loss prevention awareness. Manages shop theft – external and internal and conducts investigations as necessary. Facilitates annual stock take.
- Participates in weekly conference call with MD/ District Manager. Reviews sales results, availability, risks and opportunities, buying trends and payroll.
- Communicates weekly with District Manager to discuss performance, employee relations, and operations.
- Conducts regular staff meetings to discuss performance, process or policy change and product updates.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Benefits

Performance based bonus scheme

23 days holiday

Contributory Pension Scheme

Bank Holiday Lieu Day

If you would like to apply for this position, please send your CV to mustafa.chayla@featherandblack.com