

## **Mills Group**

### ***Store Manager***

## **Job Description**

### **Job Role**

To oversee the day to day management of a specific store within the Group, with prime responsibilities of sales growth and maintaining store standards at a level set by the Company.

### **The main function of the position**

The Store Manager is needed to ensure all colleagues are trained and are capable of carrying out their responsibilities, the Store Manager must also ensure 100% availability with a high level of customer service and also a high level of store standards.

### **Key Tasks and Responsibilities**

The Manager is appointed as Manager of a specific store by Mills Group and has overall responsibility for managing all aspects of the day to day running of that store with specific responsibilities towards the following:

1. Customer Service Colleagues  

To motivate and lead by example in providing a service to our customers which is second to none, as well as ensuring full compliance with policies and procedures.
2. Managing colleague hours within the budget designated and managing weekly rotas to protect and enhance customer service, and ensure full cover within the store at all times.
3. Carry out appraisals identifying training opportunities and ensuring that these opportunities are exploited through attendance at company training courses or using self learning open work books, as well as on the job training and coaching.
4. Ensuring that any training courses booked for Customer Service Colleagues or other levels of management are attended by those individuals, if for any reason the attendee cannot make it, the manager is to ensure that all relevant parties are informed.
5. Carrying out in store discipline and capability procedures in conjunction with the HR Officer and Area Manager, in line with legislation and company procedures.

6. Recruit where necessary in conjunction with the HR Officer and area manager, in line with legislation and company policy.
7. Maintain discipline and ensure that all company's systems and procedures are carried out on a consistent and thorough manner at all times.

### **Stock**

1. Responsibility for ordering stock on a daily/weekly basis in accordance with plan-o-grams aiming to achieve full availability at all times.
2. Maintain stock levels within the stores budget
3. Protect stock against loss or damage through mishandling, short deliveries by suppliers, theft or fraud by employees and or members of the public.
4. Manage stock in terms of dates and codes to ensure that we manage the stock within the law.
5. Identify potential slow moving stock which may give us a stock problem in terms of loss or write off and put together a suitable action plan to mitigate that loss or write off.

### **The Law**

Ensure compliance with the law with regard to all aspects of running a retail outlet that sells both food and non food items, many of which have an age restriction attached to them specifically looking at the following legislation:

1. Offices, Shops and Railway Premises Act
2. Ensuring compliance with any age restriction with regard to products sold in the store
3. Ensure that all Due Diligence both in terms of stock rotation, temperature monitoring, completion of relevant in store documentation on an hourly, daily or weekly basis is carried out at all times.
4. Stock is rotated in accordance with company policies to ensure stock is in best condition at all times, and not left to "sell before" dates.
5. Managing of stock levels to ensure 100% availability to compliment the first class customer service offered as above.
6. Ensuring that we are kept up to date by following company advice and guidance on all new legislation which has a specific impact on our business.
7. Adhering to all aspects of the licensing law with respect to being a licensee for the store and Mills.

## **Security**

Responsible for the security of the following:

1. Security of Customer Service Colleagues and other employees working within the store
2. Security of the stock, cash, cheques and other valuable assets stored or used within the store.
3. Responsible for the physical security of the store
4. Use of equipment provided by the company to help ensure the security of both employees and the stock and the store such as CCTV systems, head sets, panic buttons etc. etc. are used on a regular basis.

## **Cleaning**

Responsible for all aspects of cleaning and cleanliness both in the retail area and back office area showing that a proper rota and programme of cleaning is put in place and adhered to at all times.

## **Outside Appearance of the Store**

Ensuring that windows are kept clean and that the outside area of the store is kept in a pristine manner so that our customers are pleased to visit one of our stores.

## **Attendance at Training Courses, Development Opportunities & Company Meetings**

Attendance is mandatory for all colleagues at training meetings.

## **Relationship with suppliers**

At all times to maintain good relationships with our suppliers in terms of information exchanged both from the supplier to the manager and from the manager to the supplier in terms of the progress or development of the store.

## **Sales Growth**

To maximise sales growth through compliance with Plan-O-Grams and promotional activity coupled with 100% availability.

## **Profit Growth**

Minimise expenditure and waste and maximise profits, through effective management within the store.

### **Generic Duties and Responsibilities**

- Dealing with all correspondence from Mills House and ensure all items are actioned and implemented as well as ensuring all information is communicated to our colleagues
- Ensure all Mills Group policies and procedures are adhered to within the store
- Carry out any reasonable requests from your Area Manager or any other Management colleague within Mills House.

### **Interface with People and Departments**

- All Stores and colleagues within stores
- Directors
- Area Managers
- Accounts Department
- IT Department
- Security and Audit Department
- Weekly Sheets Department
- Trade and Marketing Department
- Human Resources and Payroll Department

### **Reporting Channel**

Accountable to;     Area Manager

Responsible to;     Operations Director

### **Opportunities for Personal Development**

The Store Manager will receive an annual appraisal followed up with a six monthly review of their Personal Development Plan. (PDP)

The objective of this is to ensure the ongoing development of the individual and to identify any areas of strength or weakness which will support and develop the individual in their role within Mills Group.

### **Team Meetings**

- Attend Team Meetings
- To have an active role and input into the Operations strategy
- To contribute to the development of the store and area
- Play an active part in the team

**PERSON SPECIFICATION**

***Store Manager***

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	GCSE 'C' Grade or above or equivalent in Maths and English	NVQ level 2 in retail and or customer service  Personal Licence Certificate
<b>Skills, Knowledge And Experience</b>	2 years in a retail management position  Proven experience in a busy retail environment and the ability to manage a team of people to achieve maximum results for stock management, sales growth and profit.	
<b>Personal Qualities</b>	Ability to maintain confidentiality  Positive and flexible attitude  Be patient, tactful, diplomatic and approachable.  Possess a good degree of objectivity and be able to work without bias in certain situations.  Self motivated  Commitment to Equal Opportunities and Customer Care	