

## JOB DESCRIPTION

### Store Manager.

#### Main Purpose:

To have fluent skills and ability to deliver a smooth and consistent Store operation across all facets of accountability. To demonstrate strong proactive ownership for the success of the Store, both commercially and through your team. You understand and actively ensure that defined hubs of responsibility are met personally and through the team, namely: upholding company policies & procedures, legalities, human resources, the Store offer and customer experience. There is a clear understanding of the brand strategy and that this is a key success criterion for you to deliver. This includes a strong sales outlook, good all-round retail disciplines and provision of a high standard of service to customers. The role requires you to spontaneously help the Management Team to achieve Strategic, Company or Store objectives. You can manage a team effectively and have good people skills to manage internal and external relationships. You can manage costs in the business and actively prevent threats to profitability. The role requires solid commercial acumen regarding the brand positioning and customer feedback; you can add value to the brand and operation through observations and practice. To possess a suitable, appropriate and positive management style and commercial outlook.

#### Responsible to:

General Manager, Managing Director.

#### DUTIES TO INCLUDE as follows:

##### SALES

- Deliver a proactive approach to customers both personally and through the team, continually develop constructive relations with customers, being polite and helpful at all times.
- Both personally and through the team ensures that customers are advised on range, variety and suitability of merchandise for their requirements.
- Deliver a proactive stance with customers; ensuring advice is given to customers of substitute lines and related lines.
- Ensure the Store Team is actively servicing customers and their needs, whilst understanding this is a key strategy and selling point of the brand.
- Ensuring the team has competent till operation skills and queue management.
- Ensures the team correctly handles all transactions and relevant tender within the company policy. This should include a personal full and competent understanding of cash handling and till usage policy and procedure.
- To seek and progress special orders from customers through the internal and external stock cycle. To ensure the Store Team progress this element of the business.
- All duties to be carried out in line with procedures contained within the Operations and Procedures File and relevant component of the Operating system.
- Ensure that feedback on ranges, availability and customer requests are captured and fed through to the senior Management Team.
- To deliver a Store proposition that also allows self service and personal product selection from customers.

**ADMINISTRATION**

- Ensure the Store and team operates the till fluently in line with Company policy and procedure.
- Has a sound understanding of all cash handling, reconciliation and banking policy and procedure.
- Ensure the Store is correctly price and visually merchandised according to Company guidelines.
- Has a full understanding of All Human Resources policy and procedure.
- Has a full understanding of recruitment, selection and induction.
- Has a sound understanding of all contents of the Operations and Procedures file, and actively ensures the team is managed within the remit of these policies.
- Has a full understanding of the Legal File, its contained policy and procedures.
- Has a sound understanding of the communication strands within the business.
- Has a fluent ability to deliver the merchandising proposition via the Product & Merchandising File.
- Has a sound understanding of Carpet Machine policy and procedure.
- Has a full understanding of Return to Suppliers.
- Has a sound understanding of Stocktaking policy and procedure.
- Has a full understanding of the stock cycle including processes, policy and procedures.
- Is aware of the correct escalation procedure to senior management.
- Can process instructive, inward communication to the Store to achieve the required outcome.
- Can complete trading and sales analysis.
- Understands budgets and performance.
- Knows how to and is able to use e-mail.

**MERCHANDISING & REPLENISHMENT**

- Make sure stock on fixtures is replenished daily, well merchandised, with price labels displayed and keeps goods coded correctly.
- Shows initiative to maintain strong standards of store merchandising and product availability.
- Has a competent level of merchandising skills, understanding the brand standard for merchandising and their underlying principles.
- Ensures that the store meets the required visual merchandising Standard.
- Can effectively manage a promotion changeover or other marketing initiatives.
- Maintain and look after Point of Sale materials.
- Ensure product displays, promotional displays and the sales floor are tidy.
- Maintain effective window and outside displays.

**STOCK**

- Can manage outside suppliers and relationships confidently.
- Can logically process and co-ordinate the stock inwards from suppliers to ensure good replenishment and a 'safe' sales floor.
- Can prioritise deliveries to be processed.
- Maintain reserve stock in the stockroom in an easily identifiable, tidy manner and ensure correct stock rotation. Actively looking to work overstock product to the shop floor.
- Changing orders to reflect stock that is getting low on shelves or is low on stock at the point of delivery replenishment. Understands the escalation procedure for this.
- Can order stock in line with company policy and procedure.
- Signing and accepting deliveries in accordance with Company policy.
- Checking off deliveries in accordance with Company procedures.
- Ability to raise all relevant 'queries' paperwork when processing a delivery.
- Can manage and process internal 'pick lists'.
- Actively manages the integrity of the stock card.
- Actively manages the integrity of stock prices and product labels.
- Show ownership and initiative regarding faulty merchandise using the Company's procedure.
- Can conduct category/department stock takes.
- Assist in group stocktaking, as required.

## **GENERAL**

- Maintains a high standard of cleanliness of sales floor, equipment, merchandise, stockroom and staff areas.
- Can ensure the team deal with telephone enquiries as and when required.
- Observe the Company's Health & Safety Policy and Health and Safety in the workplace.
- To ensure the correct company policy and procedure is followed on Health and safety.
- Is aware of 'Waste' arrangements at the store.
- Actively manages the infrastructure of the building, escalating any relevant issues.
- Is aware of the correct and appropriate behaviours of the team and actively manages the Store and group culture.

## JOB DESCRIPTION

### Manager Designate/Deputy Manager.

#### Main Purpose:

To have the skills and ability to deliver a smooth and consistent Store Operation. To show proactive personal ownership and accountability for the offer, operational standards and success of the Store. You understand and actively ensure that defined company policies and procedures are met. There is a clear understanding of the brand strategy and that this is a key success criterion for you to deliver. This includes a strong sales outlook, retail disciplines and provision of a high standard of service to customers. The role requires you to spontaneously help the Management Team to achieve Strategic, Company or Store objectives. You have the skills to run the Store competently, assuming full responsibility for the inclusive operation. You can manage a team effectively and have good people skills. You can manage costs in the business and are aware of threats to profitability. The role requires solid commercial acumen regarding the brand positioning and customer feedback; you can add value to the brand and operation through observations and practice.

#### Responsible to:

Store Manager, General Manager and Managing Director.

#### DUTIES TO INCLUDE as follows:

##### SALES

- Approach and develop constructive relations with customers, being polite and helpful at all times.
- Both personally and through the team ensures that customers are advised on range, variety and suitability of merchandise for their requirements.
- Can ensure advice is given to customers of substitute lines and related lines.
- Ensure the Store Team is actively servicing customers and their needs.
- Ensuring the team collects payment from customers through competent till point usage and queue management.
- Ensures the team correctly handles all transactions and relevant tender within the company policy. This should include a personal full and competent understanding of cash handling and till usage policy and procedure.
- To seek and progress special orders from customers through the stock cycle. To ensure the Store Team progress this element of the business.
- All duties to be carried out in line with procedures contained within the Operations and Procedures File and relevant components of the Operating system.

##### ADMINISTRATION

- Ensure the Store and team operates the till in line with Company policy and procedure.
- Fully competent in cash reconciliation and banking procedures.
- To be fully converse with Refund policy and procedure.
- Process any documentation or activity relevant to the smooth running of the Store, including deliveries, queries, petty cash, transfers, adjustments, returns, weekly reports and occasional documentation such as recruitment.
- Ensure the Store is correctly price and visually merchandised according to Company guidelines.
- To be aware of the daily requirements to 'run' a shift adequately, this is to include: opening and closing routines, cashing up, staff planning, the order cycle and Daily Operations checks.
- Is aware of the correct escalation procedure to senior management.

- Can process instructive, inward communication to the Store to achieve the required outcome.
- Is aware where all sundries are kept or ordered from.
- Has a sound understanding of Human Resources policy and procedure.
- Can complete trading and sales analysis.
- Understands budgets and performance.

### **MERCHANDISING & REPLENISHMENT**

- Make sure stock on fixtures is replenished daily, well merchandised, with price labels displayed and keep goods coded correctly.
- Shows initiative to maintain standards of stock and availability.
- Has a competent level of merchandising skills, understanding the brand standard for merchandising and their underlying principles.
- Ensures that the store meets the required visual merchandising Standard.
- Can effectively lead a promotion changeover.

### **STOCK**

- Can manage outside suppliers confidently.
- Can logically process the stock coming in from suppliers to ensure good replenishment and a 'safe' sales floor.
- Can prioritise deliveries to be processed.
- Maintain reserve stock in the stockroom in an easily identifiable, tidy manner and ensure correct stock rotation. Actively looking to work overstock product to the shop floor.
- Changing orders to reflect stock that is getting low on shelves or is low on stock at the point of delivery replenishment.
- Can order stock in line with company policy and procedure.
- Signing and accepting deliveries in accordance with Company policy.
- Checking off deliveries in accordance with Company procedures.
- Ability to raise all relevant 'queries' paperwork when processing a delivery.
- Can manage and process internal 'pick lists'.
- Actively manages the integrity of the Stock Card.
- Actively manages the integrity of stock prices and product labels.
- Can conduct stock takes.
- Assist in stocktaking, as required.

### **GENERAL**

- Assist in maintaining a high standard of cleanliness of sales floor, equipment, merchandise, stockroom and staff areas.
- Maintain and look after Point of sales materials.
- Ensure product displays, promotional displays and the sales floor are tidy.
- Maintain effective window and outside displays.
- To ensure company policy is followed regarding: holiday procedure, mobile phone policy, sickness, return to work policy, weekend availability, break arrangements and under age selling policy.
- Can ensure the team deal with telephone enquiries as and when required.
- Knows how to and is able to use e-mail.
- Can confidently co-ordinate duties as required in the absence of the Store/Deputy Manager.
- Show ownership and initiative regarding faulty merchandise using the Company's procedure.
- Observe the Company's Health & Safety Policy and Health and Safety in the workplace.
- To ensure the correct company policy and procedure is followed on Health and safety.
- Is aware of 'Waste' arrangements at the store.
- Actively manages the infrastructure of the building, escalating any relevant issues.
- Is aware of the correct and appropriate behaviours of the team.

## **JOB DESCRIPTION**

### **Assistant Manager.**

#### **Main Purpose:**

To assist Management Team in the smooth and consistent running of the Store. To show personal ownership and accountability in the offer, operational standards and success of the Store. You understand the importance of defined company policies and procedures, and actively strive to ensure those are met. There is a good understanding of the brand strategy (outlined in the Mission Statement) and that this is a key to success for which you actively try to achieve. This includes good sales, retail disciplines and provision of a high standard of service to customers. The role requires you to spontaneously help the Management Team to achieve Strategic, Company or Store objectives. You have the skills to run the Store competently, assuming full responsibility for the operation, store Team and offer. The role requires some sound commercial acumen regarding the brand positioning and customer feedback.

#### **Responsible to:**

Store Manager (and in the absence of the Store Manager to the General Manager and Managing Director).

#### **DUTIES TO INCLUDE as follows:**

##### **SALES**

- Approach and develop constructive relations with customers, being polite and helpful at all times.
- Both personally and through the team ensures that customers are advised on range, variety and suitability of merchandise for their requirements.
- Can ensure advice is given to customers of substitute lines and related lines.
- Ensure the Store Team is actively servicing customers and their needs.
- Ensuring the team collects payment from customers through competent till point usage and queue management.
- Ensures the team correctly handles all transactions and relevant tender within the company policy. This should include a personal full and competent understanding of cash handling and till usage policy and procedure.
- To seek and progress special orders from customers through the stock cycle. To ensure the Store Team progress this element of the business.
- All duties to be carried out in line with procedures contained within the Operations and Procedures File and relevant component of the Operating system.

##### **ADMINISTRATION**

- Ensure the Store and team operates the till in line with Company policy and procedure.
- Fully competent in cash reconciliation and banking procedures.
- To be fully converse with Refund policy and procedure.
- Process any documentation or activity relevant to the smooth running of the Store, including deliveries, queries, petty cash, transfers, adjustments, returns, weekly reports and occasional documentation such as recruitment.
- Ensure the Store is correctly price and visually merchandised according to Company guidelines.
- To be aware of the daily requirements to 'run' a shift adequately, this is to include: opening and closing routines, cashing up, staff planning, the order cycle and Daily Operations checks.



- Is aware of the correct escalation procedure to senior management.
- Can process instructive, inward communication to the Store to achieve the required outcome.
- Is aware where all sundries are kept or ordered from.
- Has a sound understanding of Human Resources policy and procedure.
- Can complete trading and sales analysis.
- Understands budgets and performance.

### **MERCHANDISING & REPLENISHMENT**

- Make sure stock on fixtures is replenished daily, well merchandised, with price labels displayed and keep goods coded correctly.
- Shows initiative to maintain standards of stock and availability.
- Has a competent level of merchandising skills, understanding the brand standard for merchandising and their underlying principles.
- Ensures that the store meets the required visual merchandising Standard.
- Can effectively lead a promotion changeover.

### **STOCK**

- Can manage outside suppliers confidently.
- Can logically process the stock coming in from suppliers to ensure good replenishment and a 'safe' sales floor.
- Can prioritise deliveries to be processed.
- Maintain reserve stock in the stockroom in an easily identifiable, tidy manner and ensure correct stock rotation. Actively looking to work overstock product to the shop floor.
- Changing orders to reflect stock that is getting low on shelves or is low on stock at the point of delivery replenishment.
- Can order stock in line with company policy and procedure.
- Signing and accepting deliveries in accordance with Company policy.
- Checking off deliveries in accordance with Company procedures.
- Ability to raise all relevant 'queries' paperwork when processing a delivery.
- Can manage and process internal 'pick lists'.
- Actively manages the integrity of the Stock Card.
- Actively manages the integrity of stock prices and product labels.
- Can conduct stock takes.
- Assist in stocktaking, as required.

### **GENERAL**

- Assist in maintaining a high standard of cleanliness of sales floor, equipment, merchandise, stockroom and staff areas.
- Maintain and look after Point of sales materials.
- Ensure product displays, promotional displays and the sales floor are tidy.
- Maintain effective window and outside displays.
- To ensure company policy is followed regarding: holiday procedure, mobile phone policy, sickness, return to work policy, weekend availability, break arrangements and under age selling policy.
- Can ensure the team deal with telephone enquiries as and when required.
- Knows how to and is able to use e-mail.
- Can confidently co-ordinate duties as required in the absence of the Store/Deputy Manager.
- Show ownership and initiative regarding faulty merchandise using the Company's procedure.
- Observe the Company's Health & Safety Policy and Health and Safety in the workplace.
- To ensure the correct company policy and procedure is followed on Health and safety.
- Is aware of 'Waste' arrangements at the store.
- Actively manages the infrastructure of the building, escalating any relevant issues.
- Is aware of the correct and appropriate behaviours of the team.

## JOB DESCRIPTION

### Store Supervisor.

#### Main Purpose:

To assist the Store Manager/Deputy Manager in the smooth running of the Store. To show personal ownership and accountability in the operational standards of the Store. This is within the defined company policies and procedures. To have a good sense of the brand strategy, as outlined in the Mission Statement, and work actively towards achieving this. This includes good sales, retail disciplines and provision of a high standard of service to customers. To assist the Store Management Team to achieve Strategic, Company or Store objectives. To have the skills to run the Store competently in the absence of the Store Management Team, assuming responsibility for the operation and offer.

#### Responsible to:

Store Manager (and in the absence of the Store Manager to the General Manager and Managing Director).

#### DUTIES TO INCLUDE as follows:

##### SALES

- Approach and develop constructive relations with customers, being polite and helpful at all times.
- Both personally and through the team ensures that customers are advised on range, variety and suitability of merchandise for their requirements.
- Can ensure advice is given to customers of substitute lines and related lines.
- Ensure the Store Team is actively servicing customers and their needs.
- Ensuring the team collects payment from customers through competent till point usage and queue management.
- Ensures the team correctly handles all transactions and relevant tender within the company policy. This should include a personal full and competent understanding of cash handling and till usage policy and procedure.
- To seek and progress special orders from customers through the stock cycle. To ensure the Store Team progress this element of the business.
- All duties to be carried out in line with procedures contained within the Operations and Procedures File and relevant component of the Operating system.

##### ADMINISTRATION

- Ensure the Store and team operates the till in line with Company policy and procedure.
- Fully competent in cash reconciliation and banking procedures.
- To be fully converse with Refund policy and procedure.
- Process any documentation or activity relevant to the smooth running of the Store, including deliveries, queries, petty cash, transfers, adjustments, returns, weekly reports and occasional documentation such as recruitment.
- Ensure the Store is correctly price and visually merchandised according to Company guidelines.
- To be aware of the daily requirements to 'run' a shift adequately, this is to include: opening and closing routines, cashing up, staff planning, the order cycle and Daily Operations checks.
- Is aware of the correct escalation procedure to senior management.
- Can process instructive, inward communication to the Store to achieve the required outcome.
- Is aware where all sundries are kept or ordered from.



- Has a sound understanding of Human Resources policy and procedure.
- Can complete trading and sales analysis.
- Understands budgets and performance.

### **MERCHANDISING & REPLENISHMENT**

- Make sure stock on fixtures is replenished daily, well merchandised, with price labels displayed and keep goods coded correctly.
- Shows initiative to maintain standards of stock and availability.
- Has a competent level of merchandising skills, understanding the brand standard for merchandising and their underlying principles.
- Ensures that the store meets the required visual merchandising Standard.
- Can effectively lead a promotion changeover.

### **STOCK**

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- Can prioritise deliveries to be processed.
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- Changing orders to reflect stock that is getting low on shelves or is low on stock at the point of delivery replenishment.
- Can order stock in line with company policy and procedure.
- Signing and accepting deliveries in accordance with Company policy.
- Checking off deliveries in accordance with Company procedures.
- Ability to raise all relevant 'queries' paperwork when processing a delivery.
- Can manage and process internal 'pick lists'.
- Actively manages the integrity of the Stock Card.
- Actively manages the integrity of stock prices and product labels.
- Can conduct stock takes.
- Assist in stocktaking, as required.

### **GENERAL**

- Assist in maintaining a high standard of cleanliness of sales floor, equipment, merchandise, stockroom and staff areas.
- Maintain and look after Point of sales materials.
- Ensure product displays, promotional displays and the sales floor are tidy.
- Maintain effective window and outside displays.
- To ensure company policy is followed regarding: holiday procedure, mobile phone policy, sickness, return to work policy, weekend availability, break arrangements and under age selling policy.
- Can ensure the team deal with telephone enquiries as and when required.
- Knows how to and is able to use e-mail.
- Can confidently co-ordinate duties as required in the absence of the Store/Deputy Manager.
- Show ownership and initiative regarding faulty merchandise using the Company's procedure.
- Observe the Company's Health & Safety Policy and Health and Safety in the workplace.
- To ensure the correct company policy and procedure is followed on Health and safety.
- Is aware of 'Waste' arrangements at the store.
- Actively manages the infrastructure of the building, escalating any relevant issues.
- Is aware of the correct and appropriate behaviours of the team.