



JIGSAW

By adopting the values of Style and Truth across the whole business – from recruitment to product – we safeguard the long term health of the brand and we create more than just fashion.

DESCRIPTION

Founded in 1970, Jigsaw was the first premium fashion brand on the high street. Since then, the company has expanded worldwide to work with the finest mills, cutting-edge photographers, up-and-coming models and renowned architects. But the search for the best in the industry never stops. As our journey continues, we're looking for passionate and talented people to learn about Style & Truth: a set of values that sets us apart from the rest of the high street, a belief that everyone should feel empowered to embrace their own style, be true to themselves, and not slavishly follow the fashion world. This means putting style before trends and truth before the hype. Join the Jigsaw Journey.

We are looking for a **Concession Manager** to join our team in de Gruchy, Jersey, Channel Island.

Responsible to: Floor Manager & Regional Manager

Hours of Work: 37.5 hours per week over 5 days out of 7 days a week

Staff Reporting: Sales Assistants

JOB PURPOSE

The job ensures that Jigsaw's Stores are managed in line with company targets and policies.

The role guarantees that sales are maximised and costs are minimised whilst operational and commercial standards are exceeded.

The position ensures that the highest levels of customer service are delivered via the recruitment, retention, coaching/training, and performance management of retail staff members.

KEY RESPONSIBILITIES

- To effectively manage all areas of the store P&L to within allocated budget levels, ensuring Store profitability
- To effect the Recruitment, Induction, retention, development, performance, and absence management
- To mentor, coach, develop, and train employees on all aspects of service
- To motivate the store team to achieve sales targets and maximize efficiencies
- Managing stock levels and making key decisions about stock control to minimise loss, ensure the accuracy of the stock file and availability all within coverage guidelines;
- Analyse sales figures and forecast future sales volumes and set appropriate staffing levels, stock holding levels, and promotional activity in order to maximise profit
- Make use of sales data to exploit merchandising and add-on sales opportunities;
- Ensure that promotions, sales, and merchandising instructions are carried out to the expected standards



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- Monitor levels of customer satisfaction ensuring the effective conclusion of any customer complaint escalating any more serious issues to the Floor Manager or Regional Manager
- To ensure that the store complies with requirements in all areas of operational activity, policy, and procedure with specific regard to stock and cash security
- To undertake any other reasonable duties identified by the Floor and Regional Manager

Working Safely

Being aware of and adhering to:

- Health and Safety Regulations
- Companies' policies and procedures as outlined in the Company Handbook

REQUIRED SKILLS & EXPERIENCE

- The ability to inspire, motivate and lead a team
- Excellent communication and 'people' skills
- A strong commitment to customer service and maintaining excellent store standards
- Decision-making ability and a sense of responsibility
- The ability to understand and analyse sales figures
- Planning and organisational skills
- Commercial acumen

BENEFITS

- 20 days of holidays
- Uniform Allowance
- Jigsaw Staff discount – up to 50% (70% on 5 items per season)
- De Gruchy Staff discount – up to 30%
- Access to Perkbox – Jigsaws benefits Provider

How to Apply

In order to apply you will be required to complete an application form, please note CVs will not be accepted. An application form can be collected in-store from our accounts department on the first floor or downloaded from our website.

Once you have completed your application, please return it to the accounts department or alternatively post it to:

Cristina Gherman, A. de Gruchy & Co. Ltd, P.O.Box 18, 50-52 King Street, St. Helier, JE4 8NN.

5 years residency IS NOT required for this position



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Although every care is taken to ensure the correct closing dates are advertised occasionally, we will close this vacancy prior to the published expiry date if we receive a high volume of applications. It is therefore advisable that you submit your application early to avoid disappointment. In the case of this happening please continue to visit degruchys.com for details of alternative vacancies.