

CONCESSION MANAGER

Job Title:	Manager
Responsible to:	Area Manager & Assistant Store Director
Salary:	Negotiable
Hours of Work:	40 hours per week over 5 days out of 7 days a week
Staff Reporting:	Sales Assistants & Supervisor
Job Purpose:	<p>To lead, inspire and motivate the sales team in order to deliver outstanding customer service and maximize selling opportunities enabling the department to achieve and exceed sales targets.</p> <p>To maximise sales and profit through the efficient and effective management of the Branch. Ensuring that the Branch is managed and maintained to a high standard in all areas. Take full responsibility for all areas of security within the Branch, ensuring that stock take results do not exceed the company percentage</p>

Key Responsibilities & Accountabilities

Sales

- Review sales turnover with Operations Manager and maintain maximum efforts to achieve agreed sales turnover budgets. Ensuring all information is communicated to the other members of the team.
- Support all branch staff and support specific sales transactions as required
- Ensure staff are fully trained and maximise all sales opportunities, actively encouraging the introduction of sundries and handbags.

Costs

- Review overhead budgets with Operations Manager, providing relevant information
- Ensure staff costs and all other controllable costs are kept within the budgeted percentage plans.

Security

- Shop premises are to be kept secure by registered key holders, following branch opening and locking procedures and attending the branch promptly in the event of a call out.
- Ensure all staff/visitors/contractors are adhering to branch security and Health and Safety procedures
- Ensure contact with neighboring premises and the local police is established and maintained.

- Closely supervise all sales floor merchandise
- Manage correct stock reception and administration procedures
- Monitor and manage cash desk/administration/banking procedures
- Ensure reconciliation of Transfer of Goods Received Reports

Property/shop maintenance

- Maintain high standards of branch housekeeping, taking responsibility for maintenance of fixtures, fittings, and property
- Maintain safe working environment adhering to Company Health and Safety, Fire Precaution Policies as detailed in the Branch Systems Procedures Manual and in accordance with legal requirements
- Ensure any agreed maintenance works have been completed.

Personnel

- Recruit staff in accordance with Company standards and branch requirements in consultation with the Operations Manager and Personnel Dept
- Deliver effective Induction and train staff to meet branch requirements.
- Record all appropriate documentation relating to absence management eg return to work interviews and forward to Head Office
- Ensure all disciplinary/dismissal procedures are carried out with consultation with Operations Manager and Personnel Dept
- Ensure staff adhere to Company Uniform and footwear protocol
- Communicate Company Policy regarding staff benefits and conditions
- Establish good staff relations in order to generate a high level of morale and enthusiasm whilst maximising staff retention levels
- Ensure adequate sales floor cover at all times by effective resource management.
- Ensure you are up to date with Employment Legislation/ Data Protection as provided by Head Office
- Conduct all interviews and personnel management in accordance with Company Policies and Procedures
- Ensure timely appraisals are carried out

Customer Service

- Ensure all customers receive a high standard of service in line with the 9 key selling points.
- Monitor the standard of customer contact and service.
- Develop staff performance in customer service through appropriate training
- Ensure customer complaints are handled in a professional manner making full use of the after sales service
- Ensure all staff are aware of the correct telephone procedures

Merchandising/Display

- Control the standard of window and interior display, to ensure clear presentation of the merchandise is given to customers
- Ensure maintenance of the windows and interior displays by all sales consultants on a consistent basis
- Use weekly merchandise reports to ensure product is promote in line with performance.

Stock

- Monitor stock handling by staff, housekeeping of fixture areas to ensure compliance with Company policy standard to maintain orderly, clean and tidy stock rooms
- Ensure all stock is bar coded and that replacement labels are ordered through merchandise as required
- Ensure odds are kept to a minimum through effective stock management
- Maintain a fixture plan and as required prepared and carry out stock takes

Product

- Inform Operations Manager/Merchandise Dept of local conditions/customer requirements/trends/mix of stock/comparative process in order to maintain competitive training
- Take responsibility for monitoring performance and levels of stock held in the branch.
- Ensure prompt communications to Merchandise Dept/Operations manager of stock requirements
- Maintain sundries stock to pattern and order accordingly
- Maintain high standards of stock care, cleanliness, and presentation.
- Ensure windows and interior displays reflect and give a balance of commercial/seasonal trends, by the use of sales analysis and sales reports

General

- To communicate with Senior Managers/visitors and any other areas of the business when required to do so.
- Attend and participate in meetings as required by the Company
- Promote positive Company Image
- Implement all instructions when received, wage call over, IBTs, Memos, Sale Lists, Sale Information, Product Information etc, promptly and correctly.
- Carry out any other reasonable duties as and when required by the Company.

Personal attributes

- Must have proven sales retail experience ideally in the shoe retailing industry
- Able to manage staff effectively and delegate to others to ensure the branch is on target and achieving maximum sales
- Must be able to demonstrate excellent communication and organisational skills
- Must possess stock management knowledge and capability
- Able to train and motivate staff ensuring good relations at all times.

- Must be able to handle disciplinary and grievance issues to conclusion and confidently manage difficult situations with staff as and when they arise.
- Must be willing to undertake further training and development as required by the Company
- Full flexibility is required with regard to working hours as is the occasional need to cover at other branches.

How to Apply

In order to apply you will be required to complete an application form, please note CV's 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 to the accounts department or alternatively post 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

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.

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