

Job title: Store Manager

Context: You must be able to lead and motivate a team with care, enthusiasm and honesty. Your natural love of retailing must be accompanied by a real interest in the toy market and an ability to react quickly and work under pressure. Your understanding of the market place will help to drive sales and you will be able to demonstrate a track record in people development. You will also adopt a hands on approach and demonstrate a desire to lead from the front on the shop floor.

Reporting Line: Area Manager, Head of Retail Performance.

Job Purpose

To lead, motivate and develop the team in order to maximise the sales potential of the store and to meet and exceed predetermined sales targets. To represent and embody the values and aims of the company.

Physical Requirements

This is an active role requiring manual handling and mobility. Your role will be shop floor focused.

Responsibilities

1. To monitor and maintain excellent standards of performance within the team.
2. To ensure all internal communications are actioned and cascaded to the relevant team members.
3. To be proactively aware of marketing activity and local competition, and to promote the store locally in conjunction with the Marketing department.
4. To ensure company disciplinary, grievance, absence and counselling procedures are implemented and actioned appropriately.
5. To ensure legal compliance with current employment law in all in-store personnel practices.
6. To control and monitor the store staffing in accordance with the store establishment, and to ensure productive use of man-hours.
7. To accept ultimate responsibility for all transactions and handled within the store and all procedures and systems related to them.
8. To ensure that all staff aspire to and deliver "outstanding customer" service in their duties.
9. To ensure excellence is achieved in all aspects of presentation of the store and team members.
10. To oversee, administer and comply with all company systems and procedures.
11. To implement and maintain company merchandising standards and directives.
12. To implement promotional activity within the store ensuring all team members are briefed and able to identify all current promotional activity.
13. To control, monitor and record where necessary all stock movements, losses and adjustments relating to the store.
14. To ensure all staff are appraised in accordance with company guidelines.



15. To oversee the recruitment, induction, and training process in the store and to encourage the personal development of individual team members.
16. To be a key holder for the premises and to accept responsibility for all aspects of securing and opening the premises, including out of hours alarm activation's.
17. To ensure the premises and contents including staff valuables are secure and that all visitors to the store are supervised in the non-public areas.
18. To promote and maintain a safe working environment in accordance with current Health and Safety legislation and company policy and procedure.
19. To report and record all Health and Safety incidents.
20. To be available to cover the Assistant Managers holiday or sickness.
21. To provide temporary management cover at other stores when requested and where reasonable notice is given.

Values

- Demonstrates the Company's values in behaviour.
- Seeks to build trust in relationships through these values.

Care Demonstrating care and respect towards customers, staff and other stakeholders.
Fairness Objectivity in dealing with others.
Enthusiasm Excited about our work and positive in approach.
Loyalty Commitment that works both ways
Honesty Truthfulness.
Outstanding Service Aiming for quality and excellence in all we do in relating to one another and to our stakeholders

Skills

1. Motivational and inspiring.
2. Ability to mentor, appraise and develop the team.
3. Hands on and prepared to lead by example.
4. Commercial acumen and able to drive sales.
5. Visual flair and awareness. Creative.
6. Attentive to detail in all aspects of their work.
7. Able to interpret and action written and oral instructions.
8. Organised and efficient. Able to plan and direct tasks effectively within deadlines.
9. Ability to solve problems and make effective decisions.
10. Able to easily engage potential customers. Verbally fluent.



11. Supportive, persuasive and patient. Strong leadership skills.
12. Able to work within predetermined limits. e.g. procedures and systems

Competencies

1. **Proactivity.** Quick to act and able to respond to a changing environment. Able to plan ahead and react decisively to achieve goals.
2. **Personal Drive.** Self motivated and goals orientated. Wishes to achieve best results.
3. mad about toys. Enthusiastic about the brand and our ranges.
4. **Competitive.** Seeks to be the best and excel in their work. Sales focussed.
5. **Practical.** Able to deal with day to day activities requiring physical and mental stamina.
6. **Accountable.** Able to give account and take responsibility for actions, is open and non-defensive towards feedback.
7. **Developing others.** The propensity to bolster the abilities of others through feedback and guidance
8. **Communication.** Skilled at listening and at sending clear, convincing and well-tuned messages.
9. **Flexibility.** Is flexible to adopt his/her methods and judgments in light of change and new goals. Deals effectively with the unpredictable and uncertain.
10. **Teamwork and collaboration.** Competence at promoting cooperation and building teams. Is able to de-escalate disagreements and orchestrate resolutions.
11. **Implementation focus.** Delivers against agreed objectives, plans and deadlines. Personally committed to achieving targets.
12. Fun: Naturally outgoing and positive

