

**Role Title:** Store Manager

**Department:** Food Retail

**Job Family:** Customer Service and Management

**Job Level:** Level 6

### About the role

Full accountability for the store operations and through leadership of the team will be required to maximise the sales of, and profit contribution from, their store operation through effective monitoring of all key areas which include: sales, merchandising, display, quality control, stock and ordering systems, stock loss, operating standards and procedures, controllable costs, customer insight, colleague training and colleague development.

Provide leadership, coaching and developing the store team to deliver financial and nonfinancial targets, such as working to become a pillar in the community. Whilst demonstrating high level of colleague and customer engagement by motivating the team and leading by example.

Be an advocate of the cooperative values and take responsibility for local community engagement.

### What you'll be doing

The post holder shall:

- Take overall accountability for the customer experience and journey through planned and regular customer interaction and engagement. Implement strategies and initiatives to promote and drive membership with customers, with focus on maximising opportunities.
- Delivery through the effective leadership and personal visibility and ownership of shop floor operational standards and compliance, product availability and quality of presentation, marketing strategies and campaigns, customer service standards; design, develop and review improvements where shortfalls are identified.
- Lead, coach and empower the store team to achieve positive results aligned with the financial and non-financial targets. Deliver operational excellence and drive sales by observing and reviewing the performance of the store team, setting engaging goals and regularly providing real time feedback to create a high-performance culture.

- Steer all people development activity, including recruitment and selection, induction, training and development, drive best performance and career pathing in order to build a robust team. Manage poor performance effectively and confidently.
- Provide clear direction and leadership to the team, giving honest and open feedback. Apply and adapt own leadership style to suit different situations and for people to achieve the desired outcome.
- Ensure that tasks are provided to colleagues in a fair and consistent way whilst creating an engaging, highly motivated and fun working environment and be flexible to get involved with all tasks in the store as required.
- Understand and be able to translate the importance of members to the Society. Actively encourage all colleagues to communicate and promote the benefits of membership to other colleagues and customers.
- Manage and continuously review adherence to legislation and regulations / policies for due diligence; handle audits and regulatory authorities appropriately. Ensure any legal or compliance risks that are identified are raised immediately with a senior manager
- Take ownership of being involved with community projects and supporting local community groups through the regional community activity and by encouraging all colleagues to use allocated Community Hours
- Take responsibility for employee relations matters within the store ensuring they are dealt with quickly and efficiently. Provide support with employee relations matters in other stores acting as an impartial person and resolving issues in line with employment legislation and best practice
- Motivate and support the team to provide a first-class customer experience, offer real time feedback to enable them to learn and improve
- Create an inclusive culture ensuring that the team are fully aware of and know how to work effectively with colleagues, customers and members from a wide range of backgrounds and cultures
- Demonstrate positive verbal and body language using concise and clear methods of communication taking on board other people's points of view and responding in a considerate way
- Take ownership to ensure that customer complaints are dealt with professionally and processed speedily in line with the Society's complaints procedure
- Maintain appropriate levels of the right stock to meet customer demand, ensure it is kept in the correct condition (for example correct temperature, environment and packaging) and minimise stock loss
- Accountable for the Post Office transactions and services where a local model is adopted in store
- Maintain an understanding of and always work in line with retail and society policies and procedures.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

The Store Manager may be required to work anywhere within the Society's trading area and development opportunities are dependent upon performance and opportunities available.

In addition, all employees are expected to work within the terms of their contract of employment and adhere to Society policies and procedures.

### About You

- Good standard of education including a minimum of C grade or equivalent in English and Maths
- Previous management experience, ideally in a food retail business
- Experience of managing and leading a team
- Ideal, but not essential, Retail Manager apprenticeship level 4
- Be able to take personal responsibility for the strategic direction and objectives of the store
- Be a leader of people by coaching, motivating and engaging with the team whilst recognising individual styles and preferences to build a strong team
- Drive the regional community agenda and know the local community
- Have commercial awareness and act with integrity to protect with financial position of the business

### Scope

Reports to: District Manager

Budgetary Control: varies depending on the weekly sales turnover of the store

Contacts (internal/external): Internal:- Store teams across the estate, central operations teams, workforce management, human resources, health and safety. Externally - local suppliers, customers, members, local community charities, schools, community groups, police. This is not an exhaustive list.