

Job Description and Person Specification

Title: Store Manager – St Austell



Brief Description:

As the store manager, you are responsible for all aspects of day-to-day management of the store. From driving sales, staffing (including rota's and performance) to customer service, to showroom display standards, you will be responsible for overseeing and motivating your team to deliver outstanding sales performance.

Other Information on this Role:

Salary: £50k+ OTE

Location: St Austell

Line Manager/Supervisor: Senior Management Team

FURTHER DETAILS ON THE POST:

Key aspects of this role include: (although not exhaustive)

- Manage your team to deliver strong sales performance – including regular training and daily, weekly and monthly performance meetings with your team and senior management.
- Liaise with senior management on a regular basis
- Ensure all visitors to your store feel welcomed and have a outstanding experience
- Care for the day-to-day appearance of the showroom, such that a high standard is maintained
- Carry out any other duties as are within the scope, spirit and purpose of the job as requested by senior management

Required skills and capabilities:

- Sales target driven
- Able to work to a very high standard of order accuracy
- Reliable, honest and responsible
- Ability to quickly learn and recall in-depth product knowledge
- Able to communicate with customers and other members of staff clearly
- Team player with a flexible, 'can-do' outlook
- Confident to have mentoring conversations and performance manage the team
- Readily takes initiative
- Ability to listen to customers to ascertain needs and requirements, then help in a selection process
- Familiarity with making add-on sales such as warranty products

Performance Competencies and Criteria:

- Demonstrates excellent oral, written, and interpersonal communication skills

- Demonstrates the ability to work as an effective team member
- Contributes to a team environment to promote the success of Fairway Furniture
- Demonstrates the ability to determine priorities and be self-directed
- Demonstrates a significant ability for discretion and confidentiality in handling sensitive issues
- Demonstrates proficiency in a variety of computer applications on a PC platform to enable entry of customer orders
- Demonstrate attitudes and behaviours consistent with Fairway Furniture's values

Person Specification:

Knowledge and Qualifications:

- An understanding of the demands of the retail sector
- An understanding of the multi-faceted workload within a retail environment
- An understanding of the need to portray a professional image at all times
- A comprehensive and up-to-date knowledge of office systems and procedures
- Excellent communication skills
- Excellent organisational skills, the ability to prioritise in the face of competing demands
- An ability to respond to queries on behalf of a senior manager without their direct involvement

Experience:

Essential

- Store management experience
- Sales management experience
- Strong negotiating skills
- Good numerical skills

Desirable

- Experience of working in a retail organisation, preferably furniture or other large goods
- A friendly, confident and outgoing personality
- Commitment to working collaboratively and as part of a team
- Proactive & attentive to detail
- Adaptable & responsive in the face of changes in priorities, plans & schedules
- Awareness of maintaining confidentiality
- Ability to work under pressure
- Commitment to Fairway Furniture's Equality Policy and the ability to work harmoniously with colleagues, visitors and people of all cultures and backgrounds
- Flexibility. A degree of flexibility will be required by the post holder who may be called upon to undertake other administrative duties as requested from time to time by the senior management team