|  |  |
| --- | --- |
| **main objective …** To develop and deliver a successful store in line with Company guidance and best practice.  To have a can do, infectious positive attitude which resonates throughout the business. To work collaboratively with other Store Managers and CLT to develop Best Practice. **key performance indicators …**   * Gross Margin (£ & %) * Payroll (£ & % of sales) * Waste * Sales across departments and as a whole * Trained, engaged and knowledgeable teams | Store ManagerTo TAKE FULL OWNERSHIP OF A STORE**The job involveS …** **Be a great manager to our company and your team.**   * Maintain a positive, can do attitude, be a great role model * Work within the wider Senior Management team to deliver company-wide results * Provide great communication and expect this from others. Ensure communication is excellent (up, down and sideways) through team meetings, FLASH meetings, one-on-one’s etc. * Ensure we have healthy, productive teams.   + Manage workloads appropriately   + Ensure that direct reports are inducted, trained and compensated appropriately * Ensure department managers and supervisors are strong leaders and ensure there is a continuity plan for absences and resignations. * Lead, support, and develop department managers and supervisors as well as identifying and developing future team leaders. * Ensure a robust performance management approach with direct reports,   + Perform informal reviews monthly with your direct reports (Check Ins)   + Perform formal end of year reviews. * Oversee the staff rota including holidays – ensuring adequate cover in the store at all times. * Recruiting and hiring in line with the Better Food Company ethos. * Bring fresh ideas and suggestions to drive business success and help meet targets. * Work in unison with colleagues throughout the company. * Build a culture of continual improvement within your team. * Be knowledgeable and in support of:   + Our company purpose, aspirations, customer promise and values.   + Our company structure, resources and goals   + Our customers, industry and competition.   **Financial performance**   * Own and manage the commercial P&L performance of your store. * Deliver on KPI’s including but not limited to sales, wastage, margins and wages.   **Customer Service**   * Deliver on our customer promise in the store at all times. * Seek out and act upon customer feedback. * Ensure that impeccable service is set as the standard and that prioritising the customers’ needs is ingrained in the store team’s behaviour. * Ensure store merchandising is appealing and fresh, full, clean and tidy   **Stock Control**   * Work through stock controllers to ensure stock levels and accuracy of Vector, as well as timelines of data entry. * Ordering. * Work with team to execute pricing, promotions and events – ensuring target margins are met. * Work with team to mitigate wastage.   **Other operations**   * Housekeeping and store maintenance including health and safety, fire safety and food hygiene. * Maintaining Soil Association compliance. * Other operating tasks including opening, closing, cashing up * Monitor and use MyHRToolkit to manage staff holidays and absence, teaching your team how to use this as well. |