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| **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.
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