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| **main objective…** To lead, inspire and motivate the instore H&B teams  To support the Store Managers with the H&B offering across all stores  Having a can do, infectious positive attitude which resonates throughout the team. To harness a culture of ownership. **key performance indicators…**   * Sales performance across health and bodycare. * Margin across H&B ranges * Department walks (merchandising, stock levels) | |  | | --- | | HEALTH & BODYCARE MANAGER (TEMP)To drive the h&b offering across the business. |  **accountable for….**  * To be the lead in knowledge of the product lines in the department, continually update that knowledge and to share that knowledge with other retail staff to enable them to advise customers. * Ensure that new products, offers, link selling opportunities and other relevant information regarding the department is communicated promptly to other staff where appropriate. * Actively support the Store Managers to deliver business objectives, activities and encourage team member awareness and involvement in these objectives. * Lead and inspire on the delivery of excellent customer service and to maintain and develop the best possible customer experience. Deal with customer complaints and pass on customer feedback to the management team. * Oversee and ensure efficient ordering, receipt and management of stock so that the department is adequately and appropriately stocked. * To continually assess the profitability of stock lines and ensure that all stock is meeting or exceeding target margins. * Ensure that the appearance of the department is always abundant by regular display changes and back stocking. * To conduct regular department reports for the retail manager / management team with relation to sales, margins and return on investment. * Sourcing new lines and keeping in touch with on trend products * Building and maintaining good relationships with suppliers * Training – organising staff training to increase product knowledge * Events and campaigns – supporting/organising events and in store demos to support H&B sales |