

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

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 team 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 Alpaka to manage staff holidays and absence, teaching your team how to use this as well.



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