

STORE MANAGER

To take full ownership of the store



Main objectives

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
- Stock availability
- Trained, engaged and knowledgeable teams
- Loyalty scheme sign ups and NPS score.
- Compliance

The job involves

Leadership & People

- Lead by example: maintain a positive, can-do attitude.
- Communicate clearly and consistently through team meetings, FLASH updates and 1:1s.
- Support and develop your team, identifying future leaders.
- Manage performance effectively, with a robust and fair approach.
- Oversee team rota, holidays and cover to ensure smooth operations.
- Recruit and hire in line with Better Food's ethos.
- Build a culture of continuous improvement.

Financial Performance

- Own and manage the commercial P&L performance of your store.
- Deliver on KPIs including sales, margins, wastage and payroll.

Customer Service

- Deliver our customer promise in every interaction.
- Act on customer feedback and embed a culture of excellent service.
- Ensure the store environment is fresh, full, clean, tidy and visually appealing.

Stock Control

- Work with stock control to ensure accurate systems and timely data entry.
- Manage ordering, pricing, promotions and events to achieve target margins.
- Lead the team to mitigate wastage.

Compliance & Operations

- Maintain compliance with health & safety, fire safety, food hygiene and Soil Association standards.
- Oversee daily operations including opening, closing and cashing up.
- Use company systems to manage payroll costs, staff holidays and absence.

What we expect from our Managers

- Flexibility to meet customer and business needs, including cross-department support and occasional cover in other stores.
- Availability to work across 7-day trading.
- Professional appearance, aligned with Better Food standards (clean apron and name badge).
- Leading by example and holding the team accountable to shared standards.
- Understanding and living our purpose, vision and values.
- Completing mandatory training: allergen awareness, Level 2 Food Hygiene, Fire Warden and Barista training.

What we offer

- A values-led workplace that genuinely cares about community and sustainability.
- The opportunity to shape and lead one of our flagship stores.
- Staff discount on our range of organic and local food.
- A supportive team and opportunities for growth and development.