

## Garden Shop Manager

Full-time (working 4 week days plus a weekend day)

### Key duties

- Lead a small team to plan and organise day to day work according to annual and seasonal team goals (as directed by your manager - which feed into the overall business strategy) and create a positive culture which is focused on maintaining high standards, by inspiring and developing talent within your team
- Take responsibility for your team (and wider team in absence of team leaders and managers)
  - Ensuring we meet a high level of retail standards for example, stocking up, cleanliness, merchandising and driving sales through excellent customer service
  - Ensuring your team is working efficiently and know their tasks for the day/week. Planning rotas and holidays so that we are adequately staffed
  - Work closely with retail colleagues, buyers, visual merchandising and communications teams to plan ahead - ensuring hot spots and display areas are eye catching, seasonally relevant, link into communication themes and have the right POS
  - Line manage your team - conducting informal and formal catch ups, coaching and supporting them to be the 'best they can be' in their role, managing performance, managing absence and holidays, and organising training & development opportunities. Work with your manager to deliver inductions, training, disciplinary, grievance, performance meetings etc.
  - Take the lead on coming up with experiential ideas for your department e.g. product demonstrations, opportunities for customers to trial/taste/touch/smell
  - Be a great role model for your team; delivering excellent customer service, confidently answering customer queries and being the point of call for customer complaints
- Assist managers and senior team, as required, taking on specific projects to improve running of the business
- Ensuring health and safety duties are met

This is not an exhaustive list and you are required to be flexible in your approach to carrying out your duties.

### Your capabilities/The ideal candidate

- You are confident in dealing with members of the public and can effectively deal with difficult customer queries and ensure that all customers leave with a smile on their face
- You can follow instructions from your manager, and must be able to work on your own initiative and prioritise tasks effectively

- You can lead with authority and inspire and motivate your team, acting as a positive role model and encouraging each team member to be at their best
- You are a clear communicator and can use a variety of methods to keep the team well informed
- You react well in a crisis, and can think on your feet to problem solve
- You have in-depth knowledge of standard retail procedures such as merchandising and stocking up, customer service, product knowledge, cleanliness and health & safety
- You are always looking for ideas and opportunities to maintain and improve our garden centre of excellence status
- With your guidance, your area of work will always be a safe place to work and shop

### Requirements

- Proven experience at retail sales/team leader or similar retail position, and can clearly demonstrate leadership skills
- In-depth knowledge of standard retail procedures such as merchandising and stocking up, customer service, cleanliness and health & safety is essential
- Proven ability to take initiative, set standards, motivate colleagues and excellent product knowledge
- Ability to lift and carry e.g. stocking up, lifting objects to scan in at the till
- Excellent communication and customer service skills essential
- Good standard of English and Maths
- Good IT and technology skills

### Working with

- Report into the Shop Floor Manager
- Work closely with Assistant Shop Floor Manager, other department managers and the Visual Merchandiser
- Office support staff

### Rewards and Benefits

In addition to a competitive annual salary you will receive the following benefits:

- **Discount** – after one year, employees are entitled to receive a 30% discount for the garden centre (some exceptions apply)
- **Paid holiday** – holiday entitlement is 28 days per year, (pro-rata for part time, including bank holidays). Some restrictions to taking holiday apply.
- **Annual Christmas bonus**
- **Part-uniform** provided
- **Employee Assistance Programme** - a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.
- **Training and development**, as required.
- **Workplace pension**
- **Free parking**