

Shop Floor Manager (and Duty Manager)
Full-time (four week days and working alternate weekends)

You will deliver a fantastic shopping experience in a safe and secure environment for all our customers. You put the team and our customers at the heart of everything you do; leading, coaching and communicating. You will live and breathe our family business values, putting us at the heart of the local community.

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 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
- Taking role of Duty Manager e.g. key holder - opening and closing, cash management, customer queries/complaints, liaising with office
- 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

- 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/manager 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
- You'll need to work four-week days, plus a weekend day
- You'll need to work most bank holidays, but will be given a day's holiday in lieu
- 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
- Smart appearance

Working with

- Report into the Garden Centre Manager
- Work closely with other Managers, office staff, buyers and the Visual Merchandising team

Rewards and Benefits

- **Salary: £ per annum**

In addition 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 20 days per year, plus bank holidays. Restrictions apply.
- **Annual Christmas bonus**
- **Part-uniform** provided
- **Training & development**, as required. We have an e-learning scheme called GROW, and also take part in other training with product suppliers and external trainers
- **Employee Assistant Programme** - a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.
- **Workplace pension**
- **Free parking**