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| **Job Title:** | **Shop Manager** | |
| **Reporting to:** | **Area Manager** | |
| **Number of Sub-ordinates:** | **Shop Dependant** | |
| **Main Purpose of Job:** | To ensure your shop is managed in an efficient professional manner and to achieve set targets & KPi’s | |
| **Key Responsibilities Sales & Customer Service**   * To ensure all staff receive an effective induction with references to “Passport to Excellence” ‘Living our Customer’ and Employee Handbook. * To ensure all sale staff are aware of and receive training which includes customer care skills and that its principles are fully complied with at all times. * To ensure all relevant product knowledge, display, presentation, promotions and special offers are made known to all staff and acted on, on a daily basis. * Maintain a professional and courteous approach in all dealings with customers, colleagues and suppliers. * To ensure the company’s traditional standards are consistently maintained with regard to personal presentation, dress and hygiene of sales staff. * To ensure that you shop is presented as clean and tidy with a happy and well organised sales staff. * To work as a team member by co-operating with your colleagues at all times. * To maintain company confidentiality. * To undertake accurately all administration duties. * To help your staff identify and meet their job related training needs. * To assist the Management in any other ways considered appropriate as a key manager to include supporting other shops within the company  **Business Management**   * Produces and implements Sales, Service and Operational Action Plan for Shop. * Monitors performance against targets and takes action to ensure Targets are Met or Exceeded. * Reports progress to Area Manager and reviews performance. * Deals with queries and problems and ensures smooth flow of workload. * Recommends improvement actions to Area Manager and Retail Sales Manager. * Ensures adherence to requirements for security of staff, cash and premises. * Responsible for provision of Management Information as agreed with Manager.    **Staff Management**   * Monitors, coaches, counsels and motivates staff at the shop against the achievement of sales and service targets, emphasising also the importance of stringent cost controls. * Manages the shop on a day to day basis, including the deployment and activity of all staff at the shop. * Complete staff appraisals   **Personal Attributes**   * Meeting Customer needs * Personal results * Business development * Team results * Developing people * Managing Relationships * Determination * Adaptability * Quality Conscious * Integrity * Self Confidence  **Skills Required To Undertake The Role**  * Team Leadership * Presentation Skills * Strong People Management, Coaching and Development Skills * Strong inter-personal Skills * Good Numeracy Skills * Time Management Skills   **Health & Safety**   * To comply with all Health & Safety policies, rules and guidelines. * To follow the safe operating procedures / safe working practices that are identified by the company. * To work in a safe manner at all times taking account of own safety and safety of others around you. * To correctly wear any personal protective equipment as required by policies and / or procedures ensuring that the PPE is well maintained and fit for purpose at all times. * To contribute to the health, safety and wellbeing of colleagues and visitors alike by identifying and reporting hazards to the management team.   **Food Safety & Hygiene**   * To follow all company and legislative food safety and hygiene policies, rules and procedures. * To wear appropriate personal protective clothing at all times ensuring that it is clean and fit for purpose. * To ensure the production of safe food at all times. * To keep all working areas well organised, tidy and hygienically clean at all times.   **New Product Development**   * To suggest any new products. * To suggest improvements that could be made to existing products.   **Training**   * To undergo any training necessary to ensure that your work complies with the standards expected by the company and to further enhance your work skills and experience. * To ensure that all staff members under your management are correctly trained to the standard of David Jenkins Ltd   **Terms & Conditions of Service**  These are contained in the Contract of Employment and the Staff Handbook. Should you have any queries please discuss these with the Management.  *To undertake any other duties which may be required and which are commensurate with the position of Shop Manager within the company.* | | |
| **Job Holder Name (please print):** | | |
| **Signed:** | | **Date:** |