|  |  |
| --- | --- |
| **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:** |