**HERON & BREARLEY**

**Mannin Retail**

**Store Manager Category A Store**

**ROLE PROFILE**

**JOB FAMILY: HR CODE:**

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| **STRUCTURE** | **LINE MANAGEMENT RESPONSIBILITIES** |
| This role reports to the Operations Manager and interacts with Mannin Group Team and Finance.  The role is based in the Isle of Man and may require travel to the island company’s retail estates. | N/A |

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| **MISSION & PURPOSE** |
| Drive continuous improvement in the delivery of the Customer Shopping Experience through the development and coaching of store colleagues.  Manage KPI’s in line with the store budgets and have a plan in place to achieve any underperforming measures.  Continuously drive store standards, product range and availability through great leadership. |

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| **KEY RESPONSIBILITIES & DELIVERABLES** |
| **Strategic**   * Develop and deliver a great customer shopping experience; * Ensure we maintain great service levels through recruiting the best colleagues; * Manage store KPI’s to budget and have a plan in place to achieve all store KPI’s. * Build effective relationships with local and franchise suppliers; * Complete appraisals and provide ongoing feedback to colleagues to ensure they develop the skills required for professional and personal career growth; * Implement any change activities within timescales and review progress.   **Product Management**   * Reviewing stock levels and ordering the right stock at the right time, * Reviewing category reports and understanding your business and customer needs; * Implementation of great merchandising ensuring we are utilising sales space.   **Administration**   * Inputting invoices onto the CBE system and auctioning any credits within timescales; * Completing all head office end of week paperwork in time; * Communicating with the Office/EPOS manager ensuring that all store administration paperwork is processed accurately and on time.   **Stocktaking**   * Pre-stock store preparation; * Perform on-site stock counts; * Provide meaningful and detailed feedback to relevant parties; * All stock variances’ have been fully investigated.   **Colleague Engagement**   * Daily 1-1 coaching with colleagues to ensure they understand what good looks like; * Drive performance and service through leadership; * Support colleagues by regularly reviewing performance and talent spotting; * Ensure all colleagues have a great 2 way communication and understand their responsibilities as business stakeholders.   **Quality & Compliance Assurance**   * Oversee department’s audits and have a plan in place to review any store fails; * Assess and monitor adherence to company brand standards; * Understand the legal requirements in the retail sector and how to meet these requirements; * Understand the store alcohol licence requirements and engage colleagues around the refusal process; * Ensure that stock is properly controlled and accurately valued; * Drive the implementation of best practice with regards to inventory control. |

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| **SKILLS COMPLEXITY AND CREATIVITY** | **Essential** | **Desirable** |
| * Able to translate business requirements into the delivery of effective audit activities at site level; | ● |  |
| * Able to lead by example, with first-hand knowledge of expertise and a high attention to detail; | ● |  |
| * Possesses excellent verbal communication skills; able to influence or persuade others to gain acceptance, agreement or commitment to ideas and approaches; | ● |  |
| * Demonstrable leadership skills; being able to embrace Company values and standards and embed them throughout the business; | ● |  |
| * Able to multi-task and manage a variety of activities in a high-pressure environment, and deliver on converging and simultaneously occurring deadlines; | ● |  |
| * Possesses a high level of self-awareness; understands own and others strengths and development areas and utilises them accordingly; | ● |  |
| * Sound judgement skills around operational focus and people; | ● |  |
| * Well organised with ability to work under pressure with minimum supervision; | ● |  |
| * A strong desire for accuracy and high levels of attention to detail, with the   understanding of the vital importance of generating and reacting to up to date information with regards to stock; | ● |  |
| * A strong sense of urgency, initiative and drive to get things done correctly, with emphasis on working with and through people in the process; | ● |  |
| * Able to handle difficult situations involving employee relationships and to solve problems in creative, practical ways; | ● |  |
| * Able to support or relocate to other Mannin Retail sites on the isle of man; | ● |  |
| * Holds a full Isle of Man driving Licence. |  | ● |

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| **EXPERIENCE, EDUCATION, TYPICALLY** | **Essential** | **Desirable** |
| * Ideally, a minimum of 2-3 years’ Store Management Experience in a high sales turnover store. | ● |  |
| * Experience of managing large teams of colleagues and supervisors in the retail section | ● |  |
| * Good knowledge of what good looks like for retail standards and retail operations | ● |  |

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All Heron & Brearley people are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Company and to add value.

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| **Date prepared:** |  | |
| **Agreed by:** | **Incumbent** | **Manager** |
| **Review date:** |  | |