

LAITHWAITES

Shop Manager– Alderly Edge Permanent Full Time

Job Purpose:

To actively lead a professional, efficient and organised team ensuring that optimum performance is maintained at all times.

Key Responsibilities:

- Determine what your personal and shops objectives should be working with the Retail Operations Manager.
- Achieve your Weekly/Monthly sales targets.
- Pro-actively manage all staffing levels, attendance, and day to day rota-management.
- Responsible for generating a positive environment for all staff to work in and for coaching and development to flourish.
- Actively assist the central management team to monitor the performance of the shops team, ensuring everyone is working to their potential and using all development opportunities available.
- Awareness of the company's overall direction, mid / short and long-term, fully understanding the involvement and importance of Retail within the vision.
- Motivate people to perform required tasks through incentives and rewards for successful work (to be agreed with the Retail Operations Manager).
- Acts as role model when coaching in order to build a high performing team.
- Check that required work is being performed by setting standards of performance, investigating variance and taking corrective action where required.
- Undertake weekly team meetings with the staff to ascertain any problems or development needs.
- Ensure that all staff are making the required number of calls to customers on a weekly basis. Identify training where necessary.
- Influence and encourage up selling amongst your team – then analyse and monitor performance and progress.
- Ensure that costs are monitored and kept as tight as possible.

Qualifications / Experiences and Skills:

Educated to GCSE Level or above

Good IT skills: Microsoft Word, Excel, Access and Outlook

WSET Level 3 (Preferred)

Personal Qualities and Skills:

Excellent communication and influencing skills with staff, central operations team and customers.

Approachable and friendly.

Driven by targets, sales and results.

Pro-active.

Commercially focused.

Ability to prioritise workloads.

Be able to cope with authority in a business environment.

Passion for and willingness to learn about wine.

Constantly strives for high standards and consistently achieves them.

The ability to lead from the front and manage a diverse team.

Please send your CV and covering letter to vacancies@directwines.com

CLOSING DATE: Monday 12th July

