Store Manager - High Wycombe

Welcome to the wonderful world of Anna and Clara
*Do you love retail and customer service, and have strong Store Manager experience of at least **2** years in a fast-paced retail store?*

Then Søstrene Grene is looking for you as our Store Manager to run our wonderful store in High Wycombe!
This is an exciting and varied job in a beautiful ambience and dynamic environment.
As Store Manager you will be responsible for the overall management and commercial success of the store, ensuring exceptional operational, customer service and store presentation standards are continually being met.
Your responsibilities as Store Manager will be varied and include planning and directing the day-to-day operations of the store, developing strategies, and creating store policies to improve customer service, driving footfall and increasing sales and profitability. You will maintain exceptional store standards and foster a positive working environment for your team.
This is a very hands-on, shopfloor-based management role so you must enjoy a fast paced working environment.
Please take the time to relax and watch the following company videos:
https://youtu.be/zTQrCMkeWmo
https://youtu.be/5vzDcnmKDV8
https://youtu.be/ekqOPBz0XFk
Day to day responsibilities:

- Working within the Søstrene Grene Company standards, strategies, and initiatives.
- Achieving and growing sales targets, minimising costs and managing staff budgets
- Leading your team with strong organisational and management skills.
- Delivering excellent customer service standards by example, always ensuring highly visible and effective customer service management.
- Recruiting, training, managing and setting direction for all members of the store team to ensure high performance / productivity at all times.
- Scheduling rotas and assigning tasks using SameSystem.
- Forecasting staffing needs and developing a recruiting strategy to provide optimal staffing in all areas for peak seasons.
- Preparing and reviewing management reports to plan tasks, review performance and drive sales.
- Confidently making decisions and taking responsibility for all decisions in the store.
- Creating a positive and proactive work environment for your staff, by leading with a ‘can-do’ attitude.
- The Company encourages and promotes a strong culture of teamwork and positive attitude towards colleagues and tasks.
- Ensuring all staff are continually trained to a high level in all aspects of retail work – till operation, customer service, product knowledge, merchandising, stock replenishment, store cleanliness.
- Working closely with the Store Visual Merchandiser to ensure the Søstrene Grene brand image is always showcased through outstanding visual merchandising standards.
- Responsible for enforcing a safe working environment through staff and customer safety procedures.
- Ensuring that stockroom processing and replenishment procedures are in place and that recalls, and transfers are completed effectively and in a timely manner.
- Walking the shop floor regularly, talking with customers and team members in order to identify and resolve potential and real-time service issues.
- Supporting new ways of working to improve efficiencies and streamline the business.
- Being flexible in your approach to work in line with the needs of the business.

- Being flexible to travel to other stores in the UK if required to support management work in other stores or to cover absence periods of other managers
- Keyholder duties, including opening and closing the store in line with Company guidelines, setting intruder alarms and keeping store keys secure. Immediately resolving any loss of keys or breach of security.
- Processing customer payments and refunds using the shop's Point of Sale (POS) system.
- End of day cashing up and float management.
- Responsible for cash safe management and G4S lodgements

What you will get:

- Competitive Salary
- 28 days paid annual leave inclusive of bank holidays
- Staff discount to treat you and your home
- Full training to welcome you to the Company and ongoing training and coaching to support you in your role.
- A confidential Employee Assistance Programme with access to counselling and other professional services
- Workplace Pension Scheme

Anna and Clara invite you into a sensual world of classical music, aesthetics, and comfort. The story of Søstrene Grene began in 1973 in Aarhus/Denmark and is based around the two Grene sisters, Anna and Clara. As a family business, the Company attaches great importance to ethical behaviour towards employees, customers, society and the environment. Today, Søstrene Grene has over 320 stores worldwide and is continuing to grow, bringing the wonderful world of Anna and Clara to more and more customers.
Have we sparked your interest? Then apply and send us your CV!
www.sostrenegrene.com