

# Store Manager

Reports to: Area/District Manager

**Context:** This role demands the jobholder to adopt, accept and display full ownership, responsibility and accountability for the Store they have charge over. This includes all areas of store performance, overall store standards, including visual merchandising, and compliance to policies, procedures, directives and instructions.

## Key Responsibilities and Objectives –

### Personal Requirements :

- To be wholly responsible for store accountability and company assets.
- To undertake any other reasonable duties as requested by Mountain Warehouse Ltd., to ensure the successful running of your store and the company. This may include:
  - Stocktaking
  - Re-Fits
  - Meetings
- To promote the store and the company within the market place.
- By self-initiative generate and present solutions to both individual employees and store(s) issues in line with the framework of company policies, procedures and /or guidelines.

### Commercial:

- To always maintain excellent standards of visual merchandising in store and in your window displays, making sure they at least adhere to company guidelines.
- To comply with company promotions and look for other opportunities to promote products i.e. tent displays within deadlines set by company.

### Communications and Motivation:

- To maintain excellent channels of communication within the store, with all levels of staff.
- To take all reasonable steps to ensure that staff are kept fully appraised and motivated in respect of store targets and objectives.

### Cost Control :

- To ensure that the store remains profitable by achieving targets and controlling costs.
- To ensure wage costs are kept within agreed budgets and controlled within company guidelines, always ensuring no overspends occur.
- Keep concise daily records of:-
  - Sales Figures
  - Departmental Records
  - IPC and ATV
  - Banking Controls

### Customer Services:

- To personally provide and ensure that all Staff also provide excellent customer service and the highest retail standards, thereby achieving a customer friendly environment in which sales are maximized.
- To ensure constant supervisory cover on the sales floor.
- To encourage and embrace company initiatives to actively change culture to a more assertive sales environment for both staff and store management.
- To monitor staff selling skills by effective use of both Store and Company sales information, and thereby enhance staffs' sales and techniques resulting in increases in KPIs.

### General House Keeping Standards:

- Responsible for carrying out or delegating housekeeping tasks to maintain high standards as expected by the company.
- To maintain a high level of shop floor standards: in presentation of stock, in ticketing and size cubes.

### Health & Safety:

- To ensure that all Health and Safety regulations are adhered to for staff, customers and visitors alike. To be responsible for the staff training involved with Health and Safety issues.
- To abide by all tenants handbooks and procedures as provided by the landlord.
- Comply with monthly store Health and Safety requirements:-
  - Monitoring Check List
  - Fire Log Record
  - Fire Risk Assessments

### Company Policies and Procedures:

- To ensure complete compliance with policies and procedures stated in the company Employee Handbook.
- To be aware of, to implement and to maintain company policies and procedures and to ensure that all staff follows correct practices in sales, banking and accounting procedures.
- To ensure that both you and staff observe the relevant Health & Safety rules and regulations, and comply with Employment legislation and Trading standards/retail law.

### Stock Control:

- To take responsibility for stock management: to have procedures in place to control and manage stock, ensure accurate and timely execution of stock takes and to investigate and account for any shortfalls in counts whilst notifying the appropriate person(s) if need be of the problem.

### Staff:

- To recruit and retain high quality team members and provide company standard induction training within the first week of employment.

- To motivate and discipline your team when necessary and train staff using Training File within the first 3 months of joining the business.
- Responsible for monitoring and maintaining high standards of appearance and conduct of you and your team in line with company guidelines, ensuring that all team members are dressed in the correct uniform from their first day of employment. Uniform must only consist of Mountain Warehouse products.
- To control Staff scheduling by planning and having the next 4 week's rota's displayed in advance on the staff notice board.
- To manage the scheduling of Holidays so as to ensure that you incorporate your Staff's holiday entitlement into your yearly planner , whilst making sure that your store is efficiently run at all times of the year.
- To organize training sessions to achieve maximum product knowledge within the store, whilst also encouraging staff to expand their knowledge of our products on their own.