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## Shop Manager

### Description

At Wright's Home Hardware we pride ourselves on the outstanding level of customer service we provide to our customers in a friendly and relaxed atmosphere. As the Shop Manager your role is to achieve maximum profitable sales controlling all areas of cost and building a first class team of staff.

### Responsibilities

- Being part of the Management Team creating a friendly, pleasant and welcoming environment in your shop at all times.
- Opening the shop for the staff each day to be ready to serve our first customer for 9am.
- Full management, leadership and team building of shop staff.
- Drawing up the work rota ensuring that either the Shop Manager or Assistant Shop Manager is on the premises at all times.
- Responsible for giving each employee their daily duties and areas to be working in.
- Lead team meeting's and communicate with shop staff.
- Working with HR Department with staffing issues following company policy and procedures.
- Process weekly Home Hardware (Scotland) Ltd and Head Office computer updates ensuring all ticket updates are replaced.
- Re printing of missing price tickets on a daily basis.
- Help promote additional sales by recommending useful products connected to the product that the customer is enquiring about or purchasing by referring to the company's related products list.
- Help to promote the company website as an online brochure for shop customers to use.
- Promote the company's delivery service to shop customers.
- If your shop has a van then you are responsible to ensure that the van is road worthy and up to date with servicing and MOT, prior to the road tax due date.
- Deal with all shop complaints / faulty products from customers.
- Oversee the running of the shop ensuring all cleaning and maintenance is carried out in accordance with Health and Safety Regulations and Guidance.
- Outstanding housekeeping levels within the shop.
- Ensure shop is kept correctly stocked with goods in accordance with the merchandising and stock rotation procedures.
- Liaise with buyers on new stock lines and actively promote the disposal of obsolete stock lines.
- Responsible for the transfer and receipt of goods moving between branches, maintaining the correct stock levels at all time.
- Arrange in-store promotions.
- Completing and ensuring risk assessments are complied with.
- Ensuring that all sales are charged at the correct price and paid for by customers and staff members.
- Agree and meet or exceed sales target set out by Director.
- Be responsible for full shop security. Notification of key holder changes both temporary and permanent to the local police and to the Directors.
- Accurate management of shop monies including cashing up sheet,

### Job Location

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### Employment Type

Full Time

### Working Hours

Average 40 Hours Per Week (over a 3 week rota)

Week 1

- Tues – Sat: 9am to 6pm
- Sun: 11am – 4pm

Week 2

- Tues – Fri: 9am to 6pm

Week 3

- Tues – Sat: 9am to 6pm

### Date posted

24th April 2019

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balancing and banking.

- Ownership of seasonal stock changes, shop windows, in-store displays and ticketed in line with the promotions.
- Maximise your shop window display ensuring that it is attractive to the eye and that all products are ticketed.
- Order stock, ensure stock control, merchandise buying and mark-ups are in line with current company policy.
- Insure that all goods are accounted for on Home Hardware (Scotland) Ltd invoices and direct supplier invoices before adding to the stock control system. Claiming for any faulty, missing or incorrect goods following the appropriate procedure.
- Ensuring an agreed maximum stock valuation level at your shop is not exceeded.
- Responsible for ongoing stock checks and organisation of annual stocktaking.
- Insure all general and recyclable waste is returned to Home Hardware (Scotland) Ltd in accordance with their waste procedure.
- All Health & Safety matters in accordance with the company's Health & Safety Policy Document.
- All Fire Safety matters in accordance with the company's Fire Action Plan.
- Carry out duties as required from time to time by the General Manager and/or Directors.

### **Skills Required**

- Management, leadership and team building skills.
- Excellent customer service skills.
- Organisational skills and the ability to multitask.
- Good time keeping.
- High level of personal hygiene.
- Comply at all times with the company dress code.
- Flexible in the hours you are able to work.
- Good communication skills.
- Comply at all times with the company Health & Safety policy.
- This position includes heavy lifting (25kg)