

## Shop Manager – Troon – 40 Hours

### Description

At Wright's Home Hardware, we take great pride in delivering outstanding customer service within a friendly and welcoming environment. As the Shop Manager, your primary responsibilities include:

- **Customer Service:** To provide outstanding level of customer service in a friendly and relaxed atmosphere
- **Sales Growth:** Liaise with the Operations Manager and Buyers within Wrights and Home Hardware to develop the full sales potential of the site
- **Team Building:** You will be responsible people management, to build and support a first-class team of staff across the site, and to set a good example to the rest of the team
- **Operational Efficiency:** You will be responsible for assisting with site maintenance, health and safety compliance, and carry out all shop processes correctly
- **Presentation:** You will be responsible for making sure the presentation of the site is pristine, tidy, well organised, well signposted and well displayed depending on the retail season

### Responsibilities

#### Site Management

- Open the shop for deliveries and staff each day to be ready to serve our first customer for 9am
- Be responsible for site security with key holding duties. Notification of key holder changes both temporary and permanent to the local police and to the Directors
- Oversee the running of the shop ensuring all cleaning and maintenance is carried out in accordance with Health and Safety Regulations and Guidance
- Maintain outstanding housekeeping levels within the shop
- Complete and ensure risk assessments are complied with. Ensure all general and recyclable waste is returned to Home Hardware (Scotland) Ltd in accordance with their waste procedure
- Carry out all duties relating to Health & Safety matters in accordance with the company's Health & Safety Policy Document [in liaison with HR Services Scotland?]
- Carry out all duties relating to Fire Safety matters in accordance with the company's Fire Action Plan
- Completing and ensuring risk assessments are complied with
- Keep the Stock Rooms clean, tidy and well organised
- 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
- Carry out duties as required from time to time by the General Manager and/or Directors

#### People Management

- Responsible for giving each employee their daily duties and areas to be working in
- Create a friendly, pleasant and welcoming environment for customers instore

Wright's Home Hardware

### Job Location

10 Church Street, KA10 6AU, Troon

### Employment Type

Full-time

### Rota

**Working 40 Hours Per Week  
Over a 3 Week Shift Rota**

#### Week 1

- Mon: OFF
- Tues: 08.45am – 5.45pm
- Wed: 08.45am – 5.45pm
- Thurs: 08.45am – 5.45pm
- Fri: 08.45am – 5.45pm
- Sat: 08.45am – 5.45pm
- Sun: 11am – 4pm

#### Week 2

- Mon: OFF
- Tues: 08.45am – 5.45pm
- Wed: 08.45am – 5.45pm
- Thurs: 08.45am – 5.45pm
- Fri: 08.45am – 5.45pm
- Sat: OFF
- Sun: OFF

#### Week 3

- Mon: OFF
- Tues: 08.45am – 5.45pm
- Wed: 08.45am – 5.45pm
- Thurs: 08.45am – 5.45pm
- Fri: 08.45am – 5.45pm
- Sat: 08.45am – 5.45pm
- Sun: OFF

**Salary £30,035 plus bonus\***

\*when conditions are met

- Lead team meeting's and communicate with shop staff
- Support the creation of a positive, pro-active team-working environment for staff
- Supervise staff in their duties or carry out these duties when A/L or other absences dictate
- Draw up the work rota ensuring that either the Manager, Assistant Shop Manager or Senior Sales Assistant is always on the premises and that the site is adequately staffed at all times
- Use Breathe HR software system correctly to promote the company's values and policies to staff and to support staff to carry out their duties
- Working with HR Department and HR Services Scotland with staffing issues following company policy and procedures.

### Operational Management

- Ensure shop is kept correctly stocked with goods in accordance with the merchandising and stock rotation procedures
- Be responsible for the transfer and receipt of goods moving between branches, maintaining the correct stock levels at all times
- Supervise the weekly Home Hardware and Gamma updates ensuring all ticket updates are replaced
- Help to promote the company website as an online brochure for shop customers to use
- Forward plan and diarise seasonal stock changes, shop windows displays, in-store displays, POS and ticketing requirements
- Maximise your shop window display ensuring that it is attractive to the eye and that all products are ticketed as appropriate
- Deal with all shop complaints / faulty products from customers if Department Managers are on A/L or off as part of 3-week rota
- Ensure pictures of the window displays are sent back to line manager
- Ensure all in-store displays are maintained to a high standard
- Ensure weekly stock checks are carried out
- Ensure all visible gaps are manually checked
- Depending on the weather, move stock to a more prominent position i.e Totes stand wheeled to the counter when it's raining or winter products at the counter when the temperature drops
- Work with Home Hardware's Marketing Dept and WHL Directors to develop additional local marketing opportunities or POS development

### Sales and Cost Management

- Agree and meet or exceed sales target set out by Area Manager
- Liaise with buyers on new stock lines and actively promote the disposal of obsolete stock lines
- Arrange in-store promotions in liaison with buyers or HH promotions
- **Help drive additional sales by training staff to:** Tactfully recommend useful products connected to the item that the customer is enquiring about or purchasing, Referring to the company's related products listImprove displays and sales processes
- Accurate management of shop monies including cashing up sheet, balancing and banking
- Carry out stock ordering, ensure stock control, merchandise buying and mark-ups are in line with current company policy
- Ensure that all goods are accounted for on HHSL invoices and direct supplier invoices before adding to the stock control system. Claim for any faulty, missing or incorrect goods following the appropriate procedure
- Ensuring an agreed maximum stock valuation level at your shop is not

### Responsible To

Area Manager and/or Operations Manager & Directors

### Job Benefits

Generous staff discount across all products stocked

Work place pension with The People's Pension

### Date posted

June 3, 2025

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exceeded

- Be responsible for ongoing stock checks and organisation of annual stocktaking
- Ensure that all sales are charged at the correct price and paid for by customers and staff members
- Promote the company's delivery and click and collect service to shop customers

## **Skills Required**

- **Management, leadership and team building skills**
- **Excellent customer service skills**
- Organisational skills and the ability to multitask and plan several months ahead
- A pro-active approach to selling
- Good time keeping
- **Flexible in the hours you are able to work**
- **Good communication skills**
- Computer literate
- Ability to work with a variety of software packages
- Open to training and learning opportunities

## **Personal Characteristics**

- Excellent interpersonal skills and ability to build effective working relationships
- Be a self-starter who has the confidence to work under their own initiative
- Highly organised and detail minded in all tasks with a positive attitude in supporting the business
- Flexible approach to support business' delivery of long-term goals