

Branch Manager – Helensburgh – Avg 40 Hours Per Week

Description

We are seeking an experienced and dynamic **Branch Manager** to oversee daily operations and drive business growth within our organisation. The successful candidate will be responsible for leading a team, managing relationships, and ensuring the branch meets its strategic objectives and potential. This role offers an excellent opportunity for a motivated individual to utilise their leadership skills and industry knowledge to make a significant impact. The ideal applicant will have excellent organisational abilities, a customer-focused approach, and proficiency in managing and nurturing a strong sales team. The site includes a wide range of products from hardware, DIY and housewares to gardening, plants and landscaping products in the heart of the High St.

Responsibilities Qualifications

- Proven experience in a managerial role within a similar industry or environment.
- Excellent organisational, leadership, and interpersonal skills.
- Demonstrated ability to meet sales targets and manage administration effectively.
- A proactive approach with problem-solving capabilities and good communication skills.
- Has a genuine love of sales and serving the needs of the local community
- This position offers a rewarding career path for individuals committed to excellence in customer service and operational management within a vibrant organisation dedicated to growth and innovation.

Shop Responsibilities

- Open the shop for deliveries and staff each day to be ready to serve our first customer for 9am
- Be responsible for site security. Carry out notification of key holder changes both temporary and permanent to the Directors, General Manager, Area Manager
- 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
- 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 H&S Manager and HR Services Scotland?
- Carry out all duties relating to Fire Safety matters in accordance with the company's Fire Action Plan
- Keep the Stock Rooms clean, tidy and well organised
- 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
- You are responsible for the forklift and its maintenance and for ensuring that enough site staff are trained to use it

Wrights Home Hardware

Job Location

8-10 Sinclair Street, G84 8SU,
Helensburgh

Employment Type

Full-time

Rota

40 Hours Per Week over a 3 week rota.

Week 1

- **Monday:** 08.45-17.45
- **Tuesday:** OFF
- **Wednesday:** 08.45-17.45
- **Thursday:** 08.45-17.45
- **Friday:** 06.00-15.00
- **Saturday:** OFF
- **Sunday:** OFF

Week 2

- **Monday:** 08.45-17.45
- **Tuesday:** OFF
- **Wednesday:** 08.45-17.45
- **Thursday:** 08.45-17.45
- **Friday:** 06.00-15.00
- **Saturday:** 08.45-17.45
- **Sunday:** 10.00-17.00

Week 3

- **Monday:** 08.45-17.45
- **Tuesday:** OFF
- **Wednesday:** 08.45-17.45
- **Thursday:** 08.45-17.45
- **Friday:** 06.00-15.00
- **Saturday:** 08.45-17.45
- **Sunday:** OFF

Pay Rate: £32,000 to £36,000
(including company bonus if objectives are met)

- Ensure that the property is properly maintained in liaison with company Directors using the correct company procedures
- Carry out duties as required from time to time by the General Manager and/or Directors

People Management

- Create a friendly, pleasant and welcoming environment for customers across the site
- Responsible for giving each employee their daily duties and areas to be working in
- Create a positive, pro-active team-working environment for staff across the Helensburgh site.
- Lead team meeting's and communicate with shop staff
- Identify training needs within the team and liaise the Area Manager, IT Manager or HR to support these
- Supervise Assistant Managers in their duties or carry out these duties when A/L or other absences dictate
- Draw up the work rota ensuring that either the Site Manager or Assistant Shop Managers, Senior Sales Assistant is always on the premises across the site and that the site is adequately always staffed
- Be responsible for giving the management team their daily duties, to allow them to delegate to the full staff team
- Work with the WHL HR liaison and HR Services Scotland to manage staffing issues following company policy and procedures
- 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. Ensure all staff clock in and out including the management team.

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 time
- Supervise the thrice weekly Home Hardware 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.
- Ensure pictures of the window displays are posted on teams.
- 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 HHSL Marketing Dept and WHL Directors to develop additional local marketing opportunities or POS

Sales and Cost Management

Responsible To

Company Directors, Area Manager

Job Benefits

Company Pension, Employee Discount and Annual Bonus Scheme

Date posted

February 26, 2026

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- Agree and meet or exceed sales target set out by Director
- 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:
- Referring to the company's related products list
- Improve displays and sales processes
- Supervise accurate management of shop monies including cashing up sheet, balancing and banking
- Carry out the order of stock, 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 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

Skills Required

- Excellent management, leadership and team building skills
- Excellent customer service skills
- Excellent organisational skills and the ability to multitask and plan several months ahead
- A pro-active approach to developing the business and sales potential
- Good time keeping
- Flexible in the hours you can 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