

Published Role Title	store manager (SYS-51620)
Store Address	The Clarks Shop, Unit 17a Upper Ground Floor, 213A, THE WESTGATE, Queen Street, Oxford, OX1 1PE
Type of Role	Perm
Temp Role Type	Permanent
Hours	Full-time
Main Purpose	
<p>To manage a Clarks store in line with the business objectives. To lead and motivate the store team in order to maximise sales and profit, delivering set targets and KPIs. Responsible for the day to day running of the store, focussing on opportunities to enhance the consumer experience through delivery of the highest retail standards and team behaviours.</p>	
Selling and the Customer	
N/A	
People Management	
<p>Store Management Team Store Team Members</p>	
Core Accountabilities	
<ul style="list-style-type: none"> • Lead and motivate the team to achieve targets and deliver the required consumer experience • Manage controllable costs and efficiencies to proactively improve profitability • Responsible for the management of the sales floor during trading hours • Regularly review commercial opportunities and consumer feedback to improve sales and take appropriate action • Lead implementation of the trading plan, including visual merchandising, to ensure the store and team are ready for all trading periods • Plan staffing levels against trading plan and manage rotas • Ensure all employment changes and relevant forms are completed to ensure team members are paid accurately and on time, including ensuring capability of management team to deliver • Recruit, develop and train a high performing and highly engaged team • Manage Health and Safety procedures in store including ensuring all team members understand their responsibilities. • Manage all Employee Relations issues (including underperformance issues) fairly in accordance with Company Policies and Procedures. • Regularly review own performance and maintain a personal development plan. • Manage cash, stock and security procedures to Company standards, including ensuring all team members understand their responsibilities. • Store compliance of all company and legal requirements, including visual merchandising guidelines, PCI, data protection, right to work, etc. • Drive the implementation and delivery of key/new initiatives within store to achieve the objectives. • Ensures the store administration processes are carried out effectively, with stocktaking targets achieved. Ensures the effective management of the stock flow process to maximise sales and minimise losses 	
Key Outputs / Results	
<ul style="list-style-type: none"> • Store to achieve required performance standards on KPIs such as sales, multisales, conversion and consumer satisfaction • Store P & L is monitored monthly and in conjunction with the Area Sales Manager actions are taken to minimise controllable costs in order to achieve budgeted contribution • Floor control is delivered consistently, ensuring all consumers have a great brand experience • Reports and data provided are used to drive sales growth in-store to achieve budget • All trading periods (including Sale and BTS) are effectively planned in advance and executed correctly to maximise sales • Team availability is matched to sales and/or footfall to ensure it matches consumer demand 	

- All HR documentation (including payroll) is completed correctly and sent on time to the relevant department to ensure correct payment of team members
- All Company recruitment tools are used effectively to recruit all team members to ensure fair and legal recruitment of individuals with the correct skill set
- All team members are trained to deliver product knowledge through the appropriate company selling models
- All Health and Safety training, checks and record keeping are completed on time and correctly to ensure compliance with Company Policies and relevant legislation
- All employee issues are dealt with in a timely fashion ensuring compliance with Company Policies and relevant legislation, communicating with HR where appropriate to seek advice and guidance
- Maintain an up to date development plan and complete all performance review documentation before and after formal reviews and take action accordingly
- All security, cash, stock and administration procedures are followed. Record keeping and training for all team members are completed on time and correctly to ensure compliance with Company Policies
- All relevant compliance of Company Policies and legal requirements are achieved and trained to team members where relevant
- All team members receive regular communication of Company strategy and of new initiatives and are trained on this where relevant and monitoring of implementation undertaken
- Store Audits are prepared and successfully completed with company minimum standards achieved in stock accuracy, odds, financial variance and administration as detailed in Company Policies and training

Financial

Controllable costs
Sales
Stock

Other Measures

Conversion
Consumer satisfaction
Employee engagement
Compliance

People

Store Management Team
Store Team Members

Profit / Commerciality

n/a

Key Relationships

Store Team
Local Store Managers
Retail Management Team – Area and Regional Managers,
Retail Operations
HR

Essential Knowledge

Stock management
Visual merchandising
Consumer experience
Managing budgets
Recruitment and training

Technical Skills

IT proficient, able to use a range of systems to manage in-store activity
Planning and prioritising
Commerciality
Motivating and leading a team
Well-developed communication skills

Successful Experience

Significant experience in retail management including leading a team, delivering consumer experience and managing store budgets

Delivering or exceeding sales and targets.

Significant leadership experience including managing direct and indirect reports, coaching, giving feedback and developing team members.

Managing staffing levels to sales