

Yard Manager



Role Description:

Reporting to the Store Manager, your role will play an integral part in supporting the store management team in the day-to-day operation of the store. The main objective of the position is to motivate and lead the yard and feed store team in maximizing the store's sales performance and in delivering exceptional levels of customer service. You will assume primary responsibility for the daily planning, organization and follow up of all sales within the yard and feed store. You will be expected to understand all store management functions.

Your Responsibilities:

- Maximize store sales and achieve margin expectations, and contribute to the creation and delivery of the sales budget within the yard and feed store areas
- Analyse and interpret financial data to drive performance and communicate this to the team
- Minimize out of stocks and maximize stock availability through the yard and feed store areas
- Manage promotions, product seasonality and events
- Ensure high standards in housekeeping, signage and point of sale, product availability/replenishment, and impactful merchandising and inspirational displays
- Ensure that customer service standards are in place at all times to ensure customer engagement and ease of shopping
- Ensure high standards of customer service and satisfaction are consistently delivered
- Deliver feedback to ensure the team are aware of store and individual performance using the current business tools
- Recruit new team members, and identify training and development needs
- Contribute to the creation and delivery of the store succession plan for the yard and feed store
- Manage team performance in accordance with company guidelines
- Ensure stock administration is compliant by making sure stock file integrity, and contributing to the creation and delivery of the stock adjustment plan
- Complying with all Health & Safety policies, and ensuring the yard is safe and ready to trade on a daily basis
- Adhering to cash control procedures, carrying out store key holder responsibilities
- Contributing to the creation and delivery of the store Business Plan, daily organization of the yard and feed store team, delivering store communication protocols, supporting the Store Manager in managing store security, and action store audits relating to the yard and feed store within required timescales

Personal Specification:

Requirement
Qualifications:
AMTRA and BASIS qualification
Experience:
At least 2 years' proven supervisory/management experience within a comparable role
Experience in a yard environment
Experience of management with stock
Knowledge and Skills:
Strong retail disciplines with a passion for customer service
Ability to work under pressure

Yard Manager



Knowledge of the agricultural and countryside marketplace
Good communication skills
Strong IT skills
Confidence and ability to lead, motivate and inspire enthusiastic teams in providing sales support and customer service

Behaviours for the role and in line with the Mole Way:

- **Put Customers First** – being approachable, respectful, and friendly. Providing an unparalleled customer experience. Placing the customer at the heart of the business process.
- **Be Honest** – being genuine, fair, and trustworthy. Operating professionally whilst communicating openly in a positive manner. Face challenges and issues but driving change and building sustainable relationships.
- **Show Commitment** – being attentive, supportive, and loyal. Working to achieve results and sharing clear directions and goals. Collaborating with teams within the business to embrace change to achieve results.
- **Be knowledgeable** – being informed, dedicated and authoritative. Recognising that the development of capability drives business success. Takes action to establish a high-performance, engagement culture within the organisation.
- **Be courageous** – being challenging, passionate and creative. Being innovative and creative and delivers on commitments, uses flair and passion to drive change.
- **Offer solutions** – being innovative, informed, and progressive. Understands how their activities fit with business plans and analyses what is required to deliver effective outcomes. achieves high quality outcomes in appropriate timescales and identifies ways to improve effectiveness and efficiency.

This role may be required to work additional hours as per the demands of the role. This job description covers the main requirements, but it is not exhaustive and may be subject to changes of definition as may become necessary from time to time.