



Store Manager Designate

Role Description:

Reporting to the Regional Manager, you will work across the region to improve and support stores, and to cover absence. By working in partnership with various store management teams, you will help support the stores to achieve their KPI's, business objectives, demonstrate drive and enthusiasm, and maximise productivity.

Your Responsibilities:

- Assist with developing store strategies to ensure high standards of customer service and satisfaction are consistently delivered, in line with our Every Customer Every Time ethos
- Coaching and supporting colleagues with their development to ensure we have great talent for the future and strong store succession plan
- Empower colleagues to embrace our values and cooperative principles
- Support the Store Management team with recruitment, colleague training and compliance with Company policies and procedures
- Working with the Store Manager to deliver the store Business Plan in line with the business pillars and commercial awareness
- Helping the store manager to organise the team and store operations on a daily basis, and manage store security
- You will aid with the management of stock control in line with store targets, store promotions, product seasonality and events
- Ensuring compliance with all Health and Safety policies and implement Company procedures, actioning all audits within required timescales and managing the training in compliance across the store and site
- Collaborating with the Store Management team to be at the heart of the local community, by developing strong relationships with our customers to grow our presence in the store's local area
- You will assist with driving KPI results across the stores and engaging with the teams in store performance

Personal Specification:

Requirement
Experience:
Proven success in, and enthusiasm for customer service
Demonstratable experience in management within a comparable role
Proven track record of delivering sales targets
Able to manage a budget and reconcile daily/monthly returns
Experience of management with stock
Knowledge:
Knowledge of the business/industry sector
Agricultural/Equine or Pet product knowledge
Understanding of our customers / markets and competitors
Strong IT skills





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Personal attributes:
Strong problem-solving abilities
Ability to prioritize workload and work under pressure
Good communication skills at all levels
High-performance work ethic
Self-motivated and proactive
Committed, enthusiastic, energetic and motivated to be successful both personally and as part of the management team
Other:
Current driving licence
Must be prepared to travel for business purposes

Behaviours for the role and in line with The Power of Mole:

- **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.

