

# Retail Manager



## Role Description:

Reporting to the Store Manager, you will assist the store management team to inspire, motivate and develop the Customer Experience Team, working to build and maintain relationships with new and existing customers and delivering exceptional levels of customer service to help maximise site sales performance as well as assist with day-to-day store operations. Mole Valley Farmers holds its values at the core of the business, these values are embedded into the daily duties and responsibilities of every colleague. We are committed to delivering service excellence, and believe every colleague has a part to play in enabling us to achieve this.

## Your Responsibilities:

### Management

- Assist the store management team in driving the success of the store and the wider business
- Deputising in the absence of the Store Manager and undertaking duty management tasks and responsibilities
- Analyse and interpret site and business data, to drive team and store performance
- Actively communicate with and manage your team - their hours and shifts, product knowledge, attendance, and wellbeing
- Ensure succession plans are in place for you and your team and that every individual understands and complies with safe working practices
- Create and manage a development plan for you and your team to ensure excellent knowledge of our products and services, and how to identify and develop potential business opportunities
- Assist with the management of the commercial, financial and operational running of the store
- Supporting the site to achieve success with its KPI's - measured and updated on the KPI Dashboard

### Operations

- Support the Store Manager in managing all aspects of operational compliance
- Management of the correct processes and handling of all incoming deliveries and stock replenishment
- Ensuring audit compliance
- Analysing data to update and action a stock loss prevention plan
- Responsible for ensuring all processing tasks are completed accurately and to schedule; this includes banking, reporting, gap scan, pick list, stock file and price integrity, stock file management, credit claims, invoices, Clockwise, Health & Safety compliance. You will manage the investigation of these processes

### Customer Engagement and Sales

- Engage with our customers and encourage new customers and account holders into the business: identify their needs and help support them with our products and services
- Support all aspects of the business in achieving high standards, including visual merchandising plans, management of promotions, product seasonality, and promotion of store events
- Proactively engage with and maintain excellent levels of communication with our customers and colleagues to offer our range of solutions
- Be commercially aware of the local environment, engaging across all levels of the business to create plans that will deliver growth



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- Increase product sales and enhance average basket spend
- Increase customer membership and loyalty

## Personal Specification:

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| Requirement  |
| <b>Experience:</b>   |
| Proven track record of delivering sales targets  |
| At least two years proven supervisory or management experience leading and developing a team within a comparable role          |
| Experience of management with stock  |
| <b>Knowledge/Skills:</b>   |
| AMTRA and BASIS (Storage of Agricultural Chemicals) qualification  |
| NVQ or equivalent qualification in retail  |
| Knowledge of the agricultural and countryside marketplace  |
| <b>Personal Attributes:</b>  |
| Self-motivated and proactive with the ability to work as part of a team and on your own initiative                             |
| Strong IT skills with a working knowledge of Microsoft Office  |
| Good communications skills and the ability to deal with customers issues/problems in a polite and courteous manner             |
| Ability to prioritise your workload, cope under pressure with a flexible and adaptable approach and find solutions to problems |
| Ability to identify opportunities for improvements within your area of responsibility  |

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

- **Customers First** – we are always approachable, friendly, and considerate to the needs of our customers
- **Honest** – we have an open way of working and are always respectful of one another
- **Committed** – we exist to serve and protect British agriculture and are committed to those who share our way of life
- **Knowledgeable** – we use our influential voice to create change and support our customers
- **Courageous** – we are passionate and creative people who feel confident to challenge others
- **Innovative** – we work collaboratively as a team to deliver solutions that make a difference

