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JOB PROFILE

Role Title: Floor Manager
Department: Retail
Reports To: Assistant Manager/Branch Manager

The Department

The Retail Function is responsible for maximising sales and profit across the relevant delivery channels, through the development and delivery of excellent customer service and retail operational standards.

The Role

- To support the management team in seeking opportunities to maximise sales turnover, profitability and market share by ensuring that we:
- Reflect a credible and professional brand image to all internal and external customers at all times
 - Lead and develop the branch team to consistently deliver the company expectations on sales and service, operations and product
 - Maximise sales through maintaining excellent service and retail standards
 - Contribute to branch efficiencies through the application of branch and Company procedures and guidelines

1) Sales and Customer Service	
<p>Actions:</p> <ul style="list-style-type: none"> ○ Ensures all individuals are informed of all relevant sales and service communication/initiatives ○ Drives team motivation and involvement to reach Branch targets and incentives by reviewing individual performance and taking action to achieve goals ○ Feedback is communicated to staff on their performance and contribution to the sales target and selling/service skills ○ Completes a daily deployment plan to ensure staff cover is effective in all key areas ○ Regularly reviews service levels against the Service Policy, taking action where necessary to increase standards where required ○ Acts as a role model for the team and shares best practice in all aspects of sales, service and account opening ○ Actions the action points from the daily floor walk checklist in an effective manner 	<p>Results:</p> <ul style="list-style-type: none"> ○ All Individuals are informed of sales and service related information in order to utilise it in a timely, effective manner ○ All individuals are informed of Company incentives and motivated to effectively contribute to achieving branch targets ○ Staff understand their individual contribution and can develop their skills ○ A daily deployment plan is completed before staff start shifts, with all key areas having the right person in the right place at the right time. ○ Service is consistently reviewed and appropriate action taken to ensure the delivery of Company service standards ○ The team are 'led by example' in all aspects of sales, service and account opening ○ Floor walk checklist action points are prioritised and actioned effectively, making best use of resource available
2) Stock Presentation and Management	
<p>Action:</p> <ul style="list-style-type: none"> ○ Utilises commercial reports to aid decision making regarding placement of product and space apportionment ○ Actions replenishment system to company guideline timeframes with best sellers and new lines prioritised ○ Identifies stock package issues and feeds back to Branch Manager ○ Implements all VM layouts in accordance with the Company Guidelines, ensuring changes are completed within agreed timeframes and to standard ○ Supports the successful launch of sales ○ Completes head office price changes, promotions and discounts within agreed timescales ○ Completes daily density, size, shop floor standards and window standard checks 	<p>Results:</p> <ul style="list-style-type: none"> ○ A commercial floor layout is in place ensuring maximum sales return ○ Replenishment is carried out to company guideline frequency and new lines and best sellers are prioritised ○ Stock issues identified and solutions generated and highlighted to Branch Manager ○ Floor layout is in line with Company guidelines within agreed timeframes ○ Sale successfully prepared and launched to guidelines and with agreed timeframes ○ All price changes, promotions and discounts are actioned within agreed timeframes to maximise sales impact ○ Density, size and retail standard checks are completed regularly to maintain overall shop floor standards and product availability

3) People Management

Actions:

- Supports individuals induction ensuring all appropriate areas are covered
- Informs the Branch Manager of persistent absence and supports with Return to Work interviews as appropriate
- Identifies individuals showing potential for promotion and informs Branch Manager
- Supports the completion of Sales Assistant performance reviews and appraisals taking appropriate action to support development and below standard performance
- Supports the recruitment process in line with company guidelines

- Monitors individuals compliance to Company policies and procedures, taking action where necessary

Results:

- Induction is carried out to Company standard
- Branch Manager is informed of absence issues and Return to Work interviews are carried out in agreed timescales
- Talent is recognised and Branch Manager informed

- Performance reviews and appraisals are completed in line with Company guidelines, supporting development or below standard performance

- Recruitment process is consistently followed, positions are filled with high calibre individuals in a timely manner
- Company policies and procedures are adhered to by all staff

4) Branch Operations

Actions:

- Actions replenishment process to company guidelines and within appropriate timescales
- Supports the planning, communication and execution of all sale prep in line with Company guidelines
- Supports the faulty stock processes on a weekly basis to company guidelines
- Supports the completion of all auditable administration and procedures in line with company guidelines, highlighting any areas of risk to the Branch Manager
- Prioritises and processes deliveries and stock movements within agreed timescales, completing associated administration accurately

Results:

- All replenishment carried out effectively , maximising product availability throughout the day
- Sale prep is planned, communicated and executed in line with company guidelines and timeframes
- Faulty stock is actioned on a weekly basis to impact positively on stock accuracy

- All Company auditable administration and procedures are completed accurately and within agreed timeframes, with areas of risk communicated to the appropriate person
- Deliveries and stock movements are processed and put out commercially, within the agreed timescales to maximise stock availability on the shop floor and stock accuracy is maximised

5) Security and Health & Safety

Actions:

- Ensures all individuals and self are adhering to security and Health & Safety related procedures and complying with legal responsibilities and obligations
- Carries out branch security and Health & Safety checks as per guidelines, identifies any issues and takes appropriate action to implement a solution, informing Branch Manager if out of own control
- Supports the delivery of Health & Safety and security related training for all staff
- Records Health and Safety incidents in the branch and follow the escalation process as appropriate

Results:

- Individuals are adhering to all branch/Company security and Health & Safety procedures
- Branch security and Health & Safety checks are completed to Company guidelines and issues are identified with appropriate action taken and appropriate people informed
- Staff have adequate Health & Safety and security knowledge in order to complete their roles to follow Company policies and procedures
- All Health & Safety incidents promptly recorded and escalation process followed