

# LAITHWAITES

## Shop Manager– Alderly Edge Permanent Full Time

### Job Purpose:

To actively lead a professional, efficient and organised team ensuring that optimum performance is maintained at all times.

### Key Responsibilities:

- Determine what your personal/shops objectives should be working with the Retail Ops Manager.
- Achieve your Weekly/Monthly sales targets.
- Pro-actively manage all staffing levels, attendance, and day to day rota-management.
- Responsible for generating a positive environment for all staff to work in and for coaching and development to flourish.
- Actively assist the central management team to monitor the performance of the shops team, ensuring everyone is working to their potential and using all development opportunities available.
- Awareness of the company's overall direction, mid / short and long-term, fully understanding the involvement and importance of Retail within the vision.
- Motivate people to perform required tasks through incentives and rewards for successful work (to be agreed with the Retail Operations Manager). Acts as role model when coaching in order to build a high performing team.
- Check that required work is being performed by setting standards of performance, investigating variance and taking corrective action where required.
- Undertake weekly team meetings with the staff to ascertain any problems or development needs.
- Ensure that all staff are making the required number of calls to customers on a weekly basis. Identify training where necessary.
- Influence/encourage up selling amongst your team, analyse and monitor performance/progress.
- Ensure that costs are monitored and kept as tight as possible.

### Qualifications / Experiences and Skills:

- Educated to GCSE Level or above
- Good IT skills: Microsoft Word, Excel, Access and Outlook
- WSET Level 3 (Preferred)

### Personal Qualities and Skills:

- Excellent communication and influencing skills with staff, central operations team and customers.
- Approachable and friendly.
- Driven by targets, sales and results, pro-active and commercially focused.
- The ability to lead from the front and manage a diverse team and the ability to prioritise workloads.
- Be able to cope with authority in a business environment.
- Passion for and willingness to learn about wine.
- Constantly strives for high standards and consistently achieves them.

Please send your CV and covering letter to [vacancies@directwines.com](mailto:vacancies@directwines.com)

**CLOSING DATE: Friday 8<sup>th</sup> October 2021**

