
STORE MANAGER

GLASSONS

Position Description

Store Manager

Job Title	Store Manager
Department	Retail
Reports To	State/Cluster Manager
Date	

Overview

The Store Manager is responsible for optimising operational effectiveness along with building and leading a high performing store and team to meet Glassons goals.

Primary Purpose

- To achieve sales targets through a highly skilled team.
- To lead by example while adhering to Glassons branding and VM guidelines and initiatives.
- To recruit, engage and develop a team to meet and exceed their sales targets.
- To make commercially sound decisions.

Dimensions

Dimension	Description
Direct Reports	Leadership team, Retail team, VM
Recruitment Authorisation	Yes with State Manager approval
Decision Making Authority	In conjunction with State Manager
Key Internal Relationships	State/Cluster VM, Buyers, DC, Glassons Executives
Key External Relationships	Courier companies, General Public
Travel	Domestic when required

Key Responsibilities (KRA's)

Position Goals and Key Performance Indicators (KPIs) are included in a separate document.

Key Result Area	Actions
Create exceptional customer experiences	• Ensure every customer interaction is exceptional and maximised • Actively create and participate in a fun, upbeat and enjoyable work environment which is customer and sales centric
Drive team to achieve sales budgets	• Achieve or exceed weekly sales budget • Motivate team to lift sales or move slow lines • Adapt techniques at peak times to maximise opportunities • Drive instore promotions • Split sales and operations manager where and when necessary • Effectively direct team on to customers
Financial responsibilities	• Implement strategies to ensure store budgets are achieved or exceeded • Plan Rosters to achieve wage budget • Minimise incidental costs
Effective recruitment	• Pro actively recruit and maintain full staffing for the store • Use established best practice in selecting and dealing with candidates • Ensure a sense of urgency while maintaining quality in the recruitment process • Conduct thorough on-job inductions so new employees are set up for success
Team development	• Develop individual coaching plans for every team member to assist them in reaching their full potential and company goals • Share knowledge, ideas and resources with the team • Conduct 6-monthly individual performance reviews • Conduct weekly or monthly Coaching sessions with each team member to ensure top performance • Ensure a succession pathway across key roles to ensure coverage when vacancies occur
Adherence to all company Policy and Procedure	• Follow company Policy and Procedure • Ensure team members are correctly trained and adhere at all times to all Policy and Procedures
Operational effectiveness	• Maintain stock levels and process stock deliveries • Maintain store standards • Focus on efficiency and continuous improvement • Follow all Support Office instructions in the time frames requested • Complete tasks accurately and within time frames • Prioritise tasks to ensure top store performance
Security control	• Use systems on the floor to minimise theft by customers • Use established systems to monitor staff discount and behaviours

Key Responsibilities (KRA's)

Key Result Area	Actions
Effective communication	• Keep team informed of company news and any issues that may affect customers • Communicate clearly and timely with Support teams to ensure the smooth running of the store • Ensure written communication is clear, concise and error free • Display high level of integrity, honesty and confidentiality • Provide timely and effective feedback
Merchandise product	• Adhere to Merchandise memo • Ensure the team and store presentation meets company standards at all times • Meet Visual Merchandising standards of store presentation
Admin	• Post rosters four weeks in advance • Complete sales reports as required
Legislation	• Ensure compliance of Consumer, Privacy and Employment law and seeks advice to minimise the company's exposure
Health & Safety	• Adhere to all Health and Safety policies and procedures • Ensure continual Health & Safety education • Pro actively identify and mitigate risks • Report any incidences
Other	• Identify continuous improvement opportunities • Conduct other duties as required from time to time

Job responsibilities may be altered periodically to accommodate changes in company structure and direction.

Person Specification

Qualifications

Essential (Minimal Requirements)	Preferred (Ideal)
	Relevant secondary school qualifications
	Completion of Glassons Selling Program

Experience

Essential	Years	Preferred	Years
Proven success in a fast fashion retail store	2-3	Store Manager experience in a fast fashion store	1-2
Experience in a fast paced, volume business	2-3		

Role Capabilities

Capability	Descriptive Summary
Adaptable and influential leadership and communication	Has an agile leadership and communication style through adapting their leadership and communication style to suit the audience they are working with. Is highly influential and brings people along in a journey. Connect, engage and inspire people at a variety of levels and styles.
Talent growth and development	Uses established best practice and looks for innovative ways to attract, hire and retain great staff. Designs, maintains and constantly updates individual action plans for the team for their personal and professional growth. Constantly coaches, inspires and has creative ideas for all to improve. Notifies staff of internal as well as external resources available for learning and growth. Fosters and develops individual personal knowledge of staff and is highly respected and considered to be a real inspiration, but uses conflict management and disciplinary skills as appropriate.
Commercial retail acumen	- Fully conversant on the working of fast fashion retail and critical success factors. Always assessing and looking at improvement opportunities to move the company forward and maintain a competitive edge. - Monitors store compliance with all company Policies and Procedures. Uses sound cost and stock control procedures, enforces merchandising standards. Always assessing and looking at improvement opportunities to move the company forward and maintain a competitive edge.

Person Specification

Role Capabilities

Capability	Descriptive Summary
Drives sales results - a competitive goal setter	A competitive goal setter who drives sales results and models on-brand behaviours to ensure sales results are exceeded.
Drive for exceptional customer experience	- Knows that the key to the brands success is the front line, and focuses energy on developing, inspiring the team and each other to deliver excellence to the customer always. - Intimately lives and enforces the company standards for sales and service. - Has a robust understanding of the customer and is innovative when it comes to customer interactions. Identifies and capitalises on emerging needs and trends.
Problem analysis and resolution skills	Ability to remain calm; builds and takes a logical approach; gathers and order information; weighs up options; identifies remedies and implements resolution. Asks for assistance or escalates where appropriate.

Personal Attributes

Capability	Descriptive Summary
Resilience and adaptability	- Maintains balance and composure in stressful situations, handling stress in a manner that is acceptable to others and to the organisation. Ability to work with urgency in a fast paced and demanding environment. - Able to maintain stable performance under pressure. Deals positively and constructively with problems and feedback without becoming defensive.
Goes above and beyond with a strong sense of urgency	Pulls out all stops with urgency - nothing is too much trouble. Uses initiative and makes things happen. Encourages, supports and guides others.
Self-motivated, high level of awareness and energised	- Is highly self-motivated, energetic with the ability to self-manage. Proactive and positive attitude and contribution. - Consistently maintaining high levels of productivity; sustaining long working hours when necessary; operating with vigour, effectiveness and determination.
Passionate about fashion, people and the brand	Thrives on keeping up to date with fashion and trends. Loves assisting people to look good while being brand ambassadors.

Person Specification

Personal Attributes

Capability	Descriptive Summary
Flexibility with a willingness and ability to learn and continually change	Ability to continually adapt positively with change. Identify improvement opportunities. Ability and willingness to continually learn new things and strive for continuous improvement.
Emotional intelligence	High level of emotional intelligence - both social (working with the emotions of others) and personal (working with their own emotions). Ability to stay professional, grounded and in control of their emotions to suit all situations.
Urgency and speed	Works with urgency and speed. Makes things happen and is highly proactive, using initiative to drive motivation, results and energy.
Ownership and accountability	Is fully accountable and owns all facets of their role, their behaviour, decisions and results.

Acknowledgment

I acknowledge that I have read, understood and agree with the requirements of this position. I am able to meet the travel requirements and agree to perform the tasks and duties listed.

Team Member's Name

Team Member's Signature

Date

State/Cluster Manager's
Name

State/Cluster Manager's
Signature

Date