



JOB DESCRIPTION

We have an exciting opportunity for a well-presented, friendly and trustworthy sales person to work in one of our inspiring, design-led tile stores based in Bristol. Our stores offer a wealth of ideas regarding how to use our beautiful tiles to create a truly stunning room. As a Company we believe our sales team are passionate about our brand and they create a fantastic shopping experience for our customers by focusing on combining expert knowledge with a welcoming and helpful approach.

We are looking for someone who is a natural sales person and communicator with an outgoing, enthusiastic and confident personality together with possessing a strong interior design background. The successful candidate will demonstrate that they are able to work on their own initiative and also as part of a team.

JOB TITLE: JOINT STORE MANAGER

DEPARTMENT: RETAIL

BASED: BRISTOL RETAIL STORE

REPORTS TO: RETAIL OPERATIONS MANAGER

PURPOSE OF THE ROLE

Manage the Retail Team and monitor the day-to-day running of the store. Generate sales through Retail and Trade customers, concentrating on reaching sales targets and increasing profits. Stock control and merchandise along with staff training and to follow Company health and safety policy.

MAIN RESPONSIBILITIES

- Manage and motivate the staff according to Company policies and employment laws.
- Manage costs and overheads, monthly sales margins and targets and all factors affecting the profitable performance of the store.
- Train and develop new and existing staff members.
- Manage and improve staff's selling and customer service interaction with consumers to optimise and sustain sales performance, profitability and customer satisfaction.
- Seek and continuously develop knowledge and information about customer activity, pricing and tactics and communicate this to relevant departments in the Company.
- Maintain and develop trade relationships to drive sales.
- Ensure relevant HR procedures are followed (appraisals, performance management etc.).
- Efficiently and within Company timescales store paperwork/record data.
- Manage cash, payment systems and banking in accordance with Company procedures and policies.
- Monitor day to day procedures of the store.
- Attend meetings and contribute to Company strategy and policy making as required.
- Delegate tasks as appropriate.
- Proficiently deal with customer complaints.
- Increase new sales through trade enterprises.
- Process sales and orders.
- Plan and implement POS, store merchandising, layout and customer flow to maximise sales, customer satisfaction, appearance, image and ergonomics for customers.

- Key holder, responsible for opening and closing the store.
- Build and develop store displays.
- Manage security and health and safety pertaining to staff and customer awareness.
- Ensure excellent standards of housekeeping are maintained together with the condition of all equipment, fixtures and fittings within the shop.
- Ensure competent and timely stocktaking/stock management is undertaken.
- Recruit new staff members in conjunction with the Human Resources department.
- Continually learn about new products and ranges and train staff.
- Liaise with purchasing department and identify product gaps.
- Manage and maintain effectiveness of IT and other essential in-store systems.
- Develop personal skills and capability through on-going training as provided by the Company or elsewhere, subject to Company approval.
- Help Marketing track where footfall has heard of our store.
- Target increased sales by adding grout/adhesives and other accessories to tile sales.
- Target the sales of identified "Clearance" ranges.
- Control discounts given by the Retail Sales Team.

HEALTH AND SAFETY

- Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

These are the main functions of the job but the incumbent may be required to carry out other duties as may be reasonably required to meet the demands of the business.

PERSON SPECIFICATION

To succeed in this role the person needs to be:

- Customer focused.
- Responsible.
- Reliable and trustworthy.
- Competent in managing a small team; being a motivator and a good listener.
- Able to handle sensitive and confidential matters.
- A good communicator.
- Well-presented and confident.
- Aware of health and safety legislation.
- Decisive.
- Approachable, friendly and polite.
- Able to delegate.
- A problem solver.
- Articulate.
- Numerate and accurate.
- Computer literate.
- Organised.
- Able to take instruction.
- Capable of implementing decisions.
- Knowledgeable of the industry and able to learn.
- Able to lift product.
- Enthusiastic for change and new ideas.

Experience in the home improvements sector is desirable.

A full (ideally clean) driving licence would be an advantage.

REMUNERATION AND BENEFITS

We offer a competitive salary and benefits including a contributory pension scheme, holiday increasing to 26 days with service plus public holidays, staff discounts and Medicash Healthcare Cashplan (including shopping, travel and gym discounts). In addition there is structured training and the potential for career progression within our growing dynamic Company.

LOCATION

CTW's retail store in Bristol can be found at Unit 9C Aldermoor Way, Longwell Green, Bristol BS30 7DA, UK.

BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED

Please refer to the following websites: <http://www.originalstyle.com>
<https://www.clayandrock.co.uk>
<http://www.designworkstiles.com>
<https://www.countytilewarehouse.co.uk>

Original Style is one of the U.K.'s leading manufacturers, importers and distributors with an extensive portfolio of high quality ceramic, porcelain, glass mosaic and stone tiles. The Company has been producing high quality tiles in our factory in Exeter, Devon, since 1986 and we offer a wide range of products - from contemporary large format wall and floor tiles to hand-finished glazed tiles designed in-house. Tiles are our craft and we are committed to manufacturing using traditional techniques teamed with state of the art technologies. We also source original and innovative tiles for our collections from across the globe, such as our unique glass products and mosaics, enriching our collections for a truly versatile choice. The key to our success is the experience of our highly skilled designers and craftspeople, store experts, customer service and all the support functions who make it a priority to ensure customer experience excellence throughout each stage of their journey with us.

With circa 200 employees, 14 tile showrooms/stores and a global network of retailers, Original Style is committed to continuous development as an industry leader. We have recently rebranded the majority of our retail showrooms to Clay & Rock, aiming to provide a premium retail experience. With continuous growth and products available in over 60 countries and over 2,000 retail outlets worldwide there's never been a more exciting time to join Original Style. Your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.

HOW TO APPLY

Applicants should send their CV and a cover letter (including current salary and salary expectations) to Diane Smith, Human Resources Manager by email to dsmith@originalstyle.com.