



ORIGINALSTYLE

Tile Showroom

JOB DESCRIPTION

An exciting opportunity has arisen for an outstanding Retail Manager to work in one of our inspiring, design-led tile showrooms. Our showrooms offer a wealth of ideas and our sales team are passionate about creating a fantastic shopping experience for our customers. We focus on combining expert knowledge with a friendly and welcoming approach and we are passionate about helping people transform their homes with beautiful tiles. We're looking for the right salesperson to join our team and manage the day-to-day running of the showroom, the sales team and to actively sell our extensive portfolio of premium tiles.

If you enjoy working in a busy, fast-paced environment and you have excellent communication and interpersonal skills, this may be the right opportunity for you. The ideal candidate will be a natural leader and brand advocate, able to successfully represent our core values of excellent customer service, as well as showcase experience and knowledge of tiles and interiors. With our commitment to continual growth and development, now is an exciting time to join the Original Style team.

Original Style has celebrated over 30 years as a successful tile manufacturer, importer and distributor, and a leading global tile supplier with a strong presence in 48 countries worldwide. We have 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, showroom experts, customer service and all support functions who make it a priority to ensure customer experience excellence throughout each stage of their journey with us.

With circa 235 employees, 12 tile showrooms and a global network of retailers, Original Style is committed to continuous development as an industry leader. We have ambitious plans to open more of our own retail showrooms and to grow as a business. Your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.

JOB TITLE: SHOWROOM MANAGER

DEPARTMENT: RETAIL

BASED: BRISTOL RETAIL SHOWROOM

REPORTS TO: LEAD RETAIL MANAGER

PURPOSE OF THE ROLE

Manage the Retail Team and monitor the day-to-day running of the showroom. 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

- Key holder, responsible for opening and closing the showroom.
- Manage costs and overheads, monthly sales margins and targets and all factors affecting the profitable performance of the showroom. Understanding of P & L sheets.
- Seek and continuously develop knowledge and information about customer activity, pricing and tactics and communicate this to relevant departments in the Company.
- Manage and motivate the staff according to Company policies and employment laws.
- Ensure relevant HR procedures are followed (appraisals, performance management etc.).
- Train and develop new and existing staff members.
- 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 showroom.
- 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, showroom merchandising, layout and customer flow to maximise sales, customer satisfaction, appearance, image and ergonomics for customers.
- Build and develop showroom displays.
- Manage and improve staff's selling and customer service interaction with consumers to optimise and sustain sales performance, profitability and customer satisfaction.
- 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 HR 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-showroom 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 showroom.
- 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.
- 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, 23 days holiday (increasing to 26 days with service) plus public holidays, staff discounts, death in service cover 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.

BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED

Please refer to the following websites: www.originalstyle.com

LOCATION

Original Style's retail showroom in Bristol can be found at Unit 9C, Aldemoor Way, Longwell Green, Bristol, CF23 9AD

HOW TO APPLY

Applicants should send their CV and a covering letter (including salary expectations) to Diane Smith, Human Resources Manager preferably by email to dsmith@originalstyle.com or by post to Original Style Limited, Falcon Road, Sowton Industrial Estate, Exeter, Devon, EX2 7LF.