

CLAY & ROCK

JOB DESCRIPTION

JOB TITLE:	SHOWROOM MANAGER
DEPARTMENT:	RETAIL
BASED:	BOURNEMOUTH RETAIL SHOWROOM
REPORTS TO:	RETAIL OPERATIONS MANAGER

PURPOSE OF THE ROLE

Manage the Retail Team and monitor the day-to-day running of the showroom. Generate sales in store, while actively seeking and developing business via builders, architects, specifiers, developers, tilers, bathroom installers, and other decision makers, externally, for the showroom. 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.
- Research, identify and contact potential new business and customers.
- Travelling within the area surrounding your store, conducting product meetings and presentations with our target market.
- Develop and maintain a rapport with new and existing clients within the geographic territory.
- Keeping up to date with current trends and project leads through research and communicating with industry contacts.
- 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.
- 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, 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.clayandrock.co.uk
www.originalstyle.com

LOCATION

Original Style's retail showroom in Bournemouth can be found at 520 Wallisdown Road, Bournemouth, BH11 8QE.

HOW TO APPLY

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