

Role Purpose: To deliver an outstanding customer proposition within the Store, ensuring that it is both a great place to work and a great place to buy. With overall management and operational responsibility for the day to day running of the Store. Achieving and exceeding AOP and ensuring that the store is successful with a key focus on incremental sales growth. You will lead, motivate and engage your team to meet AOP. Our customer experience is vital to the success of our business, so this is naturally one of your biggest focus areas as a leader.

Function / Business Unit: Retail	Location: Store
Reporting Line: Regional Manager	Budget Responsibility: Store AOP (Annual Operating Plan)
Team Management: Up to 20	
<p>Key Accountabilities / Responsibilities:</p> <ul style="list-style-type: none"> - Leading, motivating and engaging your team. Creating an environment where everyday engagement is key - Encouraging a positive mind-set and building a culture of feedback, praise and recognition - Giving and receiving regular feedback, creating a fun working environment and making your store a great place to work - Engage your team at all levels to create an environment where appropriate staff development takes place. Championing internal development programmes to support future business growth and succession - Proactively increase customer service standards in own store by championing the customer proposition, quickly and efficiently resolving escalated customer queries and understanding competitor activity locally - Ensuring you recruit in-line with company expectations, recruiting for the future and recruiting right first time - Ensuring that the proper resource is planned in at all times to efficiently manage the business and its growth - Working collaboratively across the area to share innovative ideas and best practice to improve footfall, sales and reduce controllable costs - Managing the performance of your team through regular appraisals, training and development - Driving operational efficiency to deliver top line results and profitability for your store through management of store AOP and analysis of score card to reduce controllable costs - Maintaining consistency and compliance of all operating procedures in store, including health & safety, security and stock integrity - Coaching and developing the team to grow sales, ensuring the appropriate training takes place regularly 	<ul style="list-style-type: none"> - Ensuring warehouse standards are adhered to at all times in line with E15 procedures - Genuinely focusing on what is right for our customers, ensuring they are at the heart of everything you do - Proactively increasing customer service standards in store by championing the customer proposition, quickly and efficiently resolving escalated customer queries and understanding competitor activity locally - Ensuring that you and the team demonstrate high levels of professionalism in the way you look and act at all times Helping ensure that all company procedures are followed in line with our various agreed standards of operation - Making sure you and the team demonstrate high levels of professionalism in the way you look and act at all times - Making sure the store is clean and clutter free for the store team and customers - Maintaining a high level of personal and team Health & Safety awareness and making sure you and the team work to branch security procedures at all times - Ensuring accurate actioning of all stock activities and till transactions, delivering great results within agreed time scales across the team - Ensuring you and the team are dressed in full Toolstation uniform and PPE at all times - Supporting and working in other stores within the local geographic area - This is a key holding position which will require out of hours attendance to store <p>Required Skills & Experience:</p> <ul style="list-style-type: none"> - Strong track record of developing high performing and engaged teams in a retail environment - Proven experience of developing team members from store assistant level up to future leaders - Prior experience of leadership and management of staff including recruitment, development and

performance managing resulting in high levels of retention and low levels of labour turnover

- Demonstrable experience of retail store management including key holder responsibilities, financial transaction management and driving store standards
- Proven experience of leading a high standard of customer service resulting in high levels of NPS, preferably in a retail environment
- Evidence of driving sales and footfall in a retail environment
- Experience of stock management systems and auditing
- Confident in using IT systems to include, email and generic office applications
- Willing to accept change in the workplace
- Trust worthy and reliable individual who is committed to delivering the Toolstation proposition

Behaviours:

Customer Focus - Proactively seeks customer feedback and uses this to shape the strategy, ensuring the customer remains at the heart of business decisions. Develops their team to deliver an environment which makes their store a great place to buy

Communicating - Communicates clearly, articulately and with conviction when speaking with an individual or the team. A persuasive communicator with the ability to generate a high level of commitment from others

Being Resilient - Has relentless determination to achieve results whatever the challenges and the ability to coach their team to help them work successfully and deliver in challenging situations. Takes responsibility, shows resilience, learns from mistakes and provides clarity for others

Leading - Leads and motivates other to continually improve performance. Is approachable and supportive, demonstrating integrity and fairness. Conveys a clear sense of Toolstation goals and values to the team. Encourages an environment of openness, trust, positivity and engagement

Making Decisions – Balances analysis, wisdom, experience and perspective when making decisions. Balances risk and opportunity equally. Thinks clearly and strategically under pressure. Quickly sizes up multiple situations and complex problems and makes excellent timely decisions

Building Relationships - Identifies working relationships between others and promotes effective development of those relationships. Proactively engages with the team and promotes clear communication of information and team needs

Planning & Organising - Understands own and business priorities. Plans effectively and monitors progress towards achievement of plans. Investigates possible challenges and develops solutions

Commercial Awareness - Demonstrates a strong understanding of the business and uses knowledge to identify opportunities to increase sales. Keeps up to date with competitor activity and wider market trends

Driving for Results - Effectively implements initiatives to achieve operational efficiency. Creates an environment in which all systems and processes are delivered by the team to support high levels of efficiency

Developing Others - Maximises individual strengths and addresses areas for development. Optimises diversity among team members to build strong teams with complementary strengths. Coaches, challenges and provides opportunities for growth. Proactively plans for recruitment and development of own team