



Liverpool ONE Recruitment Drive

Store: Lindt

Position: Assistant Store Manager

Role: Full Time

Job Description

- Support the Store Manager in motivating, inspiring and developing a team of dedicated chocolate advisors, towards the accomplishment of the retail plan
- Contribute to the operational excellence and financial performance of a store in the Lindt UK retail division, using responsible business practices and adhering to all company policies
- Embody the Lindt brand with passion and create a team of Lindt brand ambassadors who are experts at delivering the Lindt Service proposition and exceeding customer expectations every day
- Actively support an environment of collaboration through sharing knowledge, information and encouraging teamwork to drive ideas to action

Main Responsibilities

Maximising Sales Turnover and Store Profitability to Grow and Drive the Business Forward

- Use provided business tools, along with good personal judgement, to drive and exceed store sales and profit targets
- Track store KPI's, identifying opportunities and risks, supported by a clear course of action
- Align with line manager on action plans from store performance reviews
- Collaborate with line manager on opportunities for key trading periods
- Support line manager in monitoring store expenditure and cost budgets, whilst ensuring that staffing is optimised to meet business demands

Delivering and Developing Operational Excellence

- Maintain a self-disciplined culture focused on flawless execution of processes, procedures, and initiatives including consistent delivery of presentation standards in store
- Implement and manage audit and loss prevention controls, delivering full compliance in all areas including inventory, cash reconciliation, deliveries etc.
- Complete online Health and Safety tools and take associated actions to ensure compliancy and a safe working environment for all
- Ensure operations, processes and systems in store are implemented and regularly reviewed to enable smooth running and resolution of issues in a timely manner
- Escalate issues to appropriate team when necessary in a timely manner

Delivering Outstanding Premium Visibility and Communication with our Customers

- Empower a team of Lindt brand ambassadors who are experts at delivering the Lindt Service proposition by living the values and personally demonstrating how to foster a customer centric-culture

- Embrace the Global Retail Mystery shop program using the results to recognise strengths and share best practice whilst identifying skill gaps and training requirements
- Execute in-store marketing activities and monthly visual merchandising plan to company standard
- Stay informed of current trends and contribute to weekly Competitor Watch of the local market place
- Understand and actively anticipate consumer needs and go the extra mile to delight customers

Leading for an Inspiring Place to Work

- Support a shared vision by communicating clear goals, and fostering a positive and rewarding work environment, through set objectives
- Develop skills and capability in the store team and maintain a culture where they never want to stop learning, empowering others to meet their goals
- Support the store team in achieving PDP objectives
- Conduct monthly 1-2-1s with feedback, leveraging coaching style where appropriate to guide your store teams' performance
- Support in recruiting passionate and driven individuals who will complement the team and are Lindt brand ambassadors
- Partner with line manager to resolve performance issues in a timely manner, utilising Area Manager and HR support where necessary

Working Relationships

- Positively build working relationships and exceed expectations with both internal and external contacts: Internal – Retail field team, Retail HO team, HR, Finance, Supply Chain, Customer Marketing, IT External - Customers, Shopping Centre and Outlet Centre Managers, retail network

Experience

- Proven management experience within a retail organisation is preferable, as is a genuine love of the all that a career in retail has to offer
- Proven track record of contributing to the management of high performing teams to include an understanding of people leadership (talent development, succession planning, recruitment and disciplinary processes etc.)
- Numerate with good analytical and IT skills
- A highly motivated self-starter, with a drive for results
- Excellent interpersonal skills, able to build relationships and influence at all levels
- An infectious can do attitude – ready to try new things and enthuse everyone you meet

Pop in store with your CV on Tuesday 6 September

Don't forget...

We are offering a **FREE CV printing service** and **FREE interview coaching workshops** at the Liverpool ONE Recruitment Drive on 6 September.