

Hotter Outlet in Fleetwood is looking for an Outlet Manager, contracted to work 40 hours a week. The successful candidate will be fully responsible for all operational day-to-day activities within the Outlet and to ensure that excellent Customer Service is provided by store personnel at all times.

Reporting to the Area Manager, you will be customer focused, sales driven, have a friendly outgoing personality and an enthusiastic approach to your role. At Hotter, we are passionate about providing stylish, high-quality shoes, serious about customer service and believe customer satisfaction is of paramount importance. At Hotter, we are passionate about exceeding our customers' expectations in everything we do, in this, often fast-paced and demanding environment.

Main Duties:

- To plan, prepare and draw up a weekly staffing rota in line with designated Outlet opening hours allocate work accordingly, monitor and follow-up;
- To set standards by leading by example to motivate and stimulate the team to exceed expectations at all times;
- To be totally accountable for reaching Outlet targets and to set goals and objectives accordingly for staff members;
- To conduct yourself in a professional manner at all times ensuring that all main duties are maintained;
- To conduct regular Outlet team meetings to keep employee relations at a high level and to keep the team fully informed of all relevant updates and promotions;
- To communicate and work closely with other departments within the Company in order to maximise sales/marketing opportunities;
- To safeguard all cash, cheques, and other forms of payment, including all Company assets on the Outlet's premises;
- To ensure that all Company policies and procedures are followed and adhered to at all times in including compliance with security rules;
- To determine and control Outlet displays and merchandising, maintaining a clean, neat, appealing and well merchandised Outlet at all times;
- To interview and recruit team members as and when required, strictly, adhering to the recruitment process, induction and staffs ongoing development;
- To resolve all employees' employment issues, where possible, and liaise with the HR Department for support and advice as and when required;
- To be responsible for the ordering of products, after analysing sales data, reviewing stock levels and anticipating customer trends/demands;
- To create effective performance reviews on a periodic basis for all team members;
- To conduct disciplinary hearings for team members when required after liaison with the HR Department;
- To provide solutions, where possible, to customer issues/complaints, working to achieve a successful result, working in line with the Company's returns/complaints procedure;
- To provide period sales or other information as and when requested and to complete daily, weekly and monthly reports in agreed timeframe;
- To ensure that all overstock and defective stock is returned to Head Office on a regular basis, ensuring that levels of such items are not excessive;
- To attend periodic operational meetings and other meetings that you are requested to attend;
- Ensure that the Outlet till operating system is maintained and is cleaned regularly and that any operating issues, either hardware or software, is reported to the IT Department;
- To advise Head Office of any maintenance or repairs that are required at the Outlet;
- To ensure the accuracy, integrity and timeliness of daily sales information and payments;
- To arrange, attend and co-ordinate any marketing initiatives and group talks on a regular basis and also co-ordinate any special promotional activity as assigned;
- To complete any special projects or analysis that is assigned within specified timeframes and to monitor, summarise and report, where required, the Company's products and prices;
- To perform any other duties requested by the Area Manager or a member the Senior Management Team;
- To promote a positive and professional image of the "Hotter" brand at all times, adhering to Company policies, procedures and standards.

Company Values:

PASSION

We respect our people

We care for our customer

We are passionate about our brand, our product and what we do

AMBITION

We think big

We suggest new ideas and make a difference

We celebrate success

TEAMWORK

We talk and listen to each other

We value each other

We work together

DELIVER

We achieve our goals effectively and efficiently

We meet deadlines

We are determined to be the best

COURAGE

We try things out and learn from our mistakes without fear

We respectfully challenge each other and speak up

We embrace change

Job Type: Full-time

Salary: £18,000.00 to £20,000.00 /year

Experience:

- Retail Management: 1 year (Preferred)