

Deputy Store Manager

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Company: Bestway

Location: East Wittering

Category: other-general

We have an exciting opportunity for a Deputy Store Manager to join our Store. If you are passionate about leadership and customer service, we would love to hear from you!

As the Deputy Store Manager, you support the Store Manager and lead your store team in ensuring the best possible customer experience whilst maximising profit and ensuring compliance in all legislative areas.

With close links to our head office teams, you will have excellent communication skills, be able to adapt to new innovations and ways of working and take pride in being the ambassador for the Central Convenience standards of practice.

Hours of work: 39 hours per week

Your main responsibilities:

- * Coach and develop store team to deliver outstanding service, and facilitating as much interaction on the shop floor as possible
- * Present the store in-line with the company brand standards guidelines
- * Promptly resolve or report all issues affecting the customer experience

- * Communicate positively with all colleagues, offering advice and assistance when needed
- * Build relationships with the local community to develop a positive representation of the brand
- * Develop understanding of support departments and use knowledge to optimise the customer experience
- * Identify opportunities to improve store performance and support activities to generate additional business
- * Help deliver action plans to develop and improve store performance
- * Ensure store control guidelines are followed by all team members
- * Manage all controllable costs, with a particular focus on people costs
- * Encourage, plan and lead team participation in all promotional activity

About You

- * Excellent communication skills
- * High personal and professional standards
- * Strong decision-making skills, and a sense of responsibility
- * Experience of delivering a compliant environment through adherence to processes and procedures
- * Experience in effectively managing and motivating a team

* The ability to effectively delegate tasks and activities

* The ability to work under pressure and deal with challenging situations professionally

* The ability to manage a diverse range of activities – to prioritise and multitask

* Sound business awareness, with the ability to comprehend and respond to business reports

What next?

If you are looking to launch, or grow, an exciting career in a company that values progression and development! Choose “Apply now” to fill out our short application and submit your CV!

Reference: 9824

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