

United Kingdom Jobs Expertini®

Retail Coach / Store Growth Coach

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Company: Snappy Shopper

Location: United Kingdom

Category: arts-design-entertainment-sports-and-media

We're a technology led Q-Commerce solution provider, delivering £140m of annualised sales for our 1700 business partners. Today we have two verticals, Snappy Shopper in the growing UK convenience grocery sector, and Hungrrr in the hospitality sector.

We intend on winning market share in the UK as rapidly as possible to achieve exponential growth, becoming one of Scotland's most notable tech unicorns in the next few years.

The Snappy Shopper home delivery service makes it super easy to get your groceries delivered to your door from as little as 30 minutes, all whilst supporting your local convenience store

Yep, that includes a full range of products: milk, eggs, bread and other daily essentials, fresh food, freezer fillers, cupboard must-haves, snacks and treats, pop and alcohol galore. Did we mention newspapers, pet food and other household goods too? It's all just a few taps away and ready to be delivered to your home in a snap.

Your time is precious. You can use the Snappy Shopper grocery delivery service from the comfort of your home, on your commute or out and about. And, every time you place an order, you're buying from your local store and supporting your community. It's a win-win!

Download our App and order from your mobile.

Or visit

This role is called a Store Growth Coach internally.

About Us

Snappy Shopper is the market leader in the growing Q-commerce convenience grocery sector, worth £41b in the UK. In addition to our independent retailers, we serve most of the major convenience store players, including Spar, Nisa, Premier and Booker.

Snappy exists to enable local high street businesses to serve their customers online so that local communities thrive, and revenue stays local. Retailers have seen revenue uplifts of between £5k and £120k per month, making the platform mission critical to local business.

Our location

We are a Scottish start-up with 120 colleagues based around the UK and our Head Office is located in Dundee.

This role can be placed anywhere in the UK with occasional travel to our Dundee office.

Given the nature of this role, regular travel will be a requirement of this role to locations UK wide.

About the team

Our Store Growth team partner with retailers who join the Snappy platform to enable them to grow their online delivery business. This includes partnering with other teams within Snappy (such as our marketing and other support functions) to enable stores to launch successfully and then continue to grow and develop using our platforms.

About the Role

These individuals own relationships with numerous stores across the UK and coach them to aid stores in reaching key KPI's and targets whilst maintaining an excellent level of customer service for the end consumer.

Within this role, your duties will include (but won't be limited to):

Use your interpersonal skills and retail expertise to build real working relationships with

retailers to achieve key targets and KPI's.

Develop a considerable understanding of the Snappy platform and our supporting retailer documentation to coach retailers to succeed

Work with retailers to create growth plans for new store launches or to embed successful practices.

Effectively work with other Snappy teams to share best practices and ensure retailers are utilising our most successful growth activities

Travel to stores as required- to solve problems or further embed your working relationships.

Conceptualise and deliver on new approaches and ideas- working with the retailers to garner confidence and new approaches.

Support or lead on localised marketing campaigns with retailers.

Ensure customer experience is always established and delivered.

About You

To do this job well you'll be able to demonstrate:

A proven knowledge of the retail market- ideally with some knowledge of independent retailers or franchisees.

Real experience of coaching and supporting clients-ideally within a B2B capacity (although B2B isn't essential).

Confidence in managing multiple stakeholders at any one time.

Abilities with data- both creating and delivering effective KPI's and targets.

Be able to travel to stores as required.

Ideally, you'll also have experience in:

Have worked in a start up environment where you've been able to try new things and define

what works best.

Who you are is as important to **what** you can do. Do these values and behaviours sound like something that would come naturally for you?

Community: You'll be able to understand local retail markets and work with colleagues from throughout an organisation to succeed.

Be Snappy: You'll be able to work at your own pace in your own way, delivering on targets and enabling others to do the same.

Breaking Barriers You'll be excited by the unknown and thrive where you can try new things and bring about change- and you'll use data to back up your views.

Craig on Demonstrate your interpersonal skills to build effective relationships that last.

If you think you've got what it takes but you're hesitating...

At Snappy we're all about Community, from the inside out. We hire great people from all walks of life with a wide variety of backgrounds that make our business stronger. We welcome everyone at Snappy that shares our values.

What's in it for you

If you've not already experienced it, time in a high growth Tech start-up is a whole new adventure! As the Company grows, so will your professional growth as you learn how to constantly apply your learning to scale the business at pace. The entrepreneurial nature of our business means you get to work with people who are passionate about our community purpose and our products. The challenges and opportunities will constantly change, which means you'll continually be developing new skills - you won't get bored or be doing the same old routine. For someone who wants to learn and develop, we put no limits on your ambition and personal growth!

[What flexibility can you offer candidates in the role? Edit as needed. If you have commitments outside of work that mean you need flexibility in how you do the job, we're open

to exploring what flexible working could look like in this role.]

This role will involve some travel but we're happy to discuss this in more depth.

This role offers a competitive salary which is based on your skills, experience and potential.

Scroll below to read more about our Snappy Reward.

Applying

Don't forget to include a cover note that tells us why you are interested in the role and shares more about who you are and what matters to you.

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