

## Retail Duty Manager

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Company: Artisan People Group

Location: London Area

Category: other-general

A cultural destination on London's Kensington High Street is on the hunt for a dynamic Retail Duty Manager. As a Retail Duty Manager, you will be the operational manager for both the physical and online shops. You are responsible for ensuring that the Retail Experience Team provides exceptional standards of customer service, that all guests are welcomed warmly, encouraged to learn and enjoy their shopping experience. You will motivate the Retail Experience team and maintain a positive work atmosphere, helping to ensure retail revenue targets and team KPIs are met. As the main point of contact for customer queries, you will maintain a high level of customer service. You are also required to coach and lead the team on the shop floor, role modelling service standards, behaviours, and values. You will support the security presence in all the shop public spaces and ensure that the Health and Safety Policy is adhered to. This includes managing visitor flow, being alert to potential hazards, and responding to a variety of needs. Our ideal candidate has over 3 years' experience in high-end retail management including people-management experience. A Bachelor's degree or equivalent qualification, with experience in leading and motivating a team is required. Other relevant training, licences, and certifications are advantageous, including First Aid, Food Hygiene, Health & Safety and Fire warden training. As an effective collaborator, you are able to work with colleagues across the organisation. You should have excellent interpersonal and organisational skills, the ability to multitask, and a passion for providing exceptional customer service. Proficiency in EPOS and other retail systems, as well as the MS Office suite, is essential. A sensitivity to and understanding of Japanese culture and language skills are a plus.

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