

Store Manager

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Company: JD Group

Location: United Kingdom

Category: other-general

Established in 1981 with a single store in the Northwest of England, the JD Group is a leading omni-channel retailer of Sports Fashion, Outdoors and Gyms with over 60,000 colleagues and over 3,400 stores across several retail fascias in over 30 markets around the world. JD Sports Fashion Plc was listed on the London Stock Exchange in 1996 and has been a FTSE100 publicly quoted company since 2019 and continues to grow in the UK and internationally. We want to be the leading global omnichannel retailer in the sports and outdoor industry.

To be a part of this successful company and help us to achieve this you will have the desire to ingrain our strategic goals of being a people-led, innovative and customer-focused organisation which provides operational excellence whilst identifying new areas of growth as part of our day to day objectives. Managing the store team, you will focus on driving sales and maximising store profitability, while providing industry leading service on the high street.

You will continue to exceed your stores KPIs and maintain the company standards while following company guidelines.

Most importantly you will represent JD Sports in the most professional manner. Customer Service * Maintain customer retention by providing first class service. Deal with enquires and complaints and resolving the issue/request. Drive consistency within your internal teams to achieve the highest service levels. Have a strong understanding of the Customer Service measuring programme, Customer Satisfaction surveys and the company Net Promoter Score (NPS). Sales * Ensure that targets are achieved and, where possible, exceeded. * Analyse Oracle reports to assist you in making key sales decisions. * Manage in store

devices in order to capitalise on a wider range of products. * Confident use of the store's dashboard to analyse Footfall, Average Transaction Value and conversion, applying this to the store environment. Visual Merchandising * Following a weekly brief, ensure that this is applied to your store and maintain high visual standards. * Attract, engage and motivate customers into making purchases in store by using the latest visual techniques. * Making sure that all new product and advertised product is all visible and in the correct locations. * Ensure mannequins, displays and windows are updated in accordance with Visual Merchandising guidelines. Training & Development * Develop existing team members and encourage progression within the company. * Hold regular training meetings within store, making sure the team around you are able to maintain the high standards required. * Keep track of internal progression, ensuring all personnel complete the relevant E-Assessments. * Management development should be prioritised by the use of the in-house Trainee Management Academy. Skills, Experience & Knowledge Needed * Retail Management experience would be advantageous. * Excellent Time Management skills. * Strong verbal and written communication skills. * IT skills- Microsoft Outlook, Word and Excel. We know our employees work tirelessly to make JD Sports the success it is today and in turn, we offer them some amazing benefits: * Incremental Holiday Allowance * Discretionary Bonus Scheme * Staff Discount On JD Group and other brands within the organisation * Pension Scheme - Depending on level of role * Life Assurance - Depending on level of role * Personal development opportunities to learn and develop at work. Due to the high volumes of applications our opportunities attract, it takes time to review them all.

If you don't hear back within two weeks of you applying, please consider your application to have been unsuccessful on this occasion Applications that meet the skills criteria will be contacted for a 1st stage meeting with the talent team.

Shortlisted candidates will then be invited to interview with the hiring manager. Thank you again for your time.

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Cross References and Citations:

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