

## UK - Store Manager (F/M)

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Company: Chaumet International SA

Location: United Kingdom

Category: other-general

### Position

Chaumet represents the excellence of the Parisian jewellery since 1780. Today and from the heart of Place Vendôme, Chaumet is a major actor in the luxury sector thanks to its exceptional savoir-faire and its heritage, merged with the French History and the fortunes of Emperor Napoleon and his wife Empress Joséphine. Currently in transformation and anchored in modernity, Chaumet has a strong growth in sales within the LVMH group. As the Boutique Manager, you will play a pivotal role in developing and optimizing the boutique's performance and profitability, while managing the boutique team with a strong emphasis on client service. Your continuous promotion of a positive and united work environment amongst all staff, by maintaining a constant presence on the sales floor, will significantly contribute to the overall success of the boutique.

### **Boutique Performance Management:**

Take ownership of store turnover and achieve sales objectives.

Strengthen relationships with existing clients by encouraging appropriate actions and sales follow-up by the team.

Assist the Boutique Manager in conducting performance analysis to define action plans for achieving boutique sales targets.

Lead the implementation and monitoring of action plans to drive performance.

Assist the boutique manager in monitoring boutique KPIs.

### **Team Management and People Development:**

Design optimal organization structure and participate in the recruitment process.

Provide daily coaching to the team, ensuring integration of new members.

Evaluate training needs for direct reports and follow up on training and sales coaching.

Set and monitor performance objectives for direct reports, conducting monthly meetings.

Manage information and communication flow within the boutique.

### **Client Actions:**

Ensure quality registration of client data and promote its benefits to the team.

Promote client events and nominate relevant clients for participation.

Ensure consistent delivery of exceptional client experiences and professionalism.

Develop long-term client relationships to increase business opportunities.

Monitor staff appearance and direct clients to appropriate representatives.

Act as a key contact for transversal and digital projects, as well as for the CRM team.

### **Boutique Operations:**

Adhere to all group, Maison, and boutique policies, procedures, and guidelines.

Participate in boutique setup and breakdown processes.

Your proactive approach to managing boutique operations, fostering team development, and prioritizing client satisfaction will be instrumental in driving the success of the Maison Chaumet's boutique in the United Kingdom.

### **Profile**

At least 7 years experience in Retail with a first experience in managing a team.

Leadership, the capacity to coach and develop teams.

Results-oriented, business-driven, energetic, positive, can demonstrate a real entrepreneurial mindset.

Integrity and exemplarity on the Maison and Store procedures and processes.

Natural leader with good interpersonal competences and empathy.

Autonomous with good analytical and organizational skills.

Excellent communicator, able to develop a network.

Fluent English, French a plus.

### **Additional information**

You will have the chance to join a friendly and competent team to learn more about Watch & Jewellery and the Retail world. You will receive regular training and have the opportunity to discover exciting career development opportunities within Chaumet and the LVMH Group.

LVMH recognizes and recruits all talents.

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### **Cross References and Citations:**

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