

Family owned ready-to-wear and accessories company with stores across the globe is looking for a **UK and Ireland Retail Manager**. You will be responsible for guiding and managing the commercial direction of the company's retail network in the UK & Ireland and ensure its thorough implementation, in agreement with our company's brand values and image. As a UK and Ireland Retail Manager, your scope will be to manage retail points of sales (boutiques, outlets, concessions), as well as developing and mentoring your staff. Sincerity, energy, leading by example, benevolence, "no task too big or too small" attitude are the company values that you must share. You will report to the UK Managing Director.

ROLE of the UK and Ireland Retail Manager:

Team development

- Managing, training and supporting managers and sales teams to increase their skills level and achieve their objectives in collaboration with the Training Manager
- Identifying and planning for talents growth within the company
- Motivating sales teams with a strong presence in store
- Sharing the vision, values, culture, commercial direction and spirit of the company

Sales & Client development

- Providing input on annual sales, capex and staff budgets linked to the area's strategies together with the Managing Director
- Managing your points of sale network including Boutiques, Concessions and outlets
- Rolling out the company's strategy, with an emphasis on its commercial aspects
- Closely monitoring, analysing and reporting on the performance of your area, including suggestions on sales improvement, both for short (weekly) and long (monthly, yearly) term
- Monitoring and analysing the customer service levels in relationship with the brand's values and regularly include suggestions for improvement
- Being a driving force in clientele management in the points of sale in order to drive loyalty and tracking and improving ROI of all clienteling actions in collaboration with the Marketing teams
- Being a driving force in the refurbishment and opening of new points of sale
- Staying on top of brand and commercial activity from the competition
- Actively participating in the digital transformation of the points of sale and be a driving force for change

Retail Operations and Performance management

- Ensuring staff levels are aligned with business objectives
- Participating in the collection presentations and developing strong interactions with central teams (Buying, Visual Merchandising, HR, Omnichannel, Retail operations).
- Being a key partner for your local HR Manager and Training Manager and drive recruitment, appraisals, training and manage potential HR issues
- Overseeing the rotas of the business

Other duties

- Omnichannel activities: Support all points of sale in their omnichannel offer, constantly improve and challenge processes and tools for the teams

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- Be a driver for the use of internal tools from store teams

PROFILE:

- Previous retail management experience, ideally in a similar role as a UK and Ireland Retail Manager
- Management and development of sales teams
- Previous coaching and mentoring experience
- Strong leadership skills and a proven track record of building relationships with various stakeholders.
- Business and strategic thinking and effective implementation of strategies.
- Exceptional communication and interpersonal skills.
- Flexibility to travel as needed and adapt to a changing retail environment.
- Ideally, previous experience in luxury brands, accessible luxury or affordable luxury brands
- Excellent customer service experience with strong clienteling focus
- Previous P&L experience
- Happy to spend time in stores with staff

SALARY & BENEFITS:

- Between £72k and £85k basic
- Transport allowance
- Monthly and annual performance bonuses
- Enhanced pension contribution
- Generous holiday allowance after qualifying period
- Private health cover after qualifying period
- Life Insurance
- Health and well being support with contribution to monthly Class Pass
- Enhanced Maternity, Paternity and adoption pay
- Staff discount
- Paid Volunteering opportunities