

THE MILLBROOK GARDEN COMPANY LIMITED JOB DESCRIPTION

Job Title: Shop Manager
Responsible to: Managing Director

Job Purpose:

- To jointly manage the running of the centre with the Outdoor Manager enabling everyone to inspire, educate and equip our customers.
 - Constantly find ways of improving the centre and motivating your staff to achieve agreed company targets and objectives.
 - To manage the daily running of the indoor areas including shop, café, processes (e.g. cashing up) and goods in.
 - Through timely ordering and replenishment ensure your departments have the right product in the right place at the right time.
 - As part of the Garden Centre Management team rotas be responsible for the unlocking, securing and safe running of the site in line with Company Procedures as Duty Manager.
 - To drive performance maximising commercial potential.
 - To promote staff ownership and accountability to create a positive and enjoyable working environment.
 - To ensure your centre and department runs within budget and achieves agreed targets.
 - To ensure that your centre operates within current Health and Safety legislation.
 - To contribute to the success of Millbrook as a whole.
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Key Accountabilities

1. People

- Confidently acknowledges all customers and delivers exceptional service
- Behaves in an approachable, helpful and smiley way
- Takes pride and enjoys working for Millbrook
- A proactive approach to sales

2. Positive Approach

- A "Can do" Attitude
- A willingness to learn and develop
- A friendly, enthusiastic and approachable manner
- Positive, open and honest communication at all times

3. Professional and Efficient

- Follows all company policies and procedures
- Takes ownership and responsibility
- Takes responsibility for own health and safety and for colleagues
- Behaves and acts in a way that contributes to the overall success of Millbrook
- Uses time effectively and prioritises workload to ensure targets and deadlines are met

4. Profit and Growth

- Aware of company goals and takes personal responsibility to help achieve them
- Positively influences Gross Profit by helping to minimise wastage and being careful with company resources

- Understands set personal objectives and focuses on what needs to be done to make them happen.

5. Leadership skills

- Leads by example and supports line managers with advice
- Encourages whole team to contribute
- Inspires and monitors team performance to ensure standards and adherence to procedures are continually met and improved
- Actively develops team to ensure Company objectives are met, gives constructive feedback where necessary
- Ensures team performance is managed through line managers and development needs are addressed
- Listens to and encourages positive contribution to company plans
- Enthusiastic leadership that turns ideas into reality
- Plans to ensure smooth operation of cost centre
- Proactively monitors and responds to financial information to ensure growth and profitability
- Assesses and manages risk for the whole team

Key Performance Indicators:

1. Financial Targets Achieved:

- Sales, wastage and profit
- Budgets for cost centre is managed and achieved

2. Customer Targets Achieved:

- Customer numbers and conversion rates achieved
- Customer average spend achieved
- GCA Inspection targets achieved

3. People Targets Achieved:

- Staff Attitude Survey satisfaction target achieved

Signed by Job Holder:

Print Name:

Signed by Job Holder's Manager:

Print Name:

Date: