



## **Store Manager (Lakeside)**

<b>Salary:</b>	Competitive
<b>Hours:</b>	Full Time (Permanent)
<b>Closing Date:</b>	Friday 8 <sup>th</sup> September
<b>Benefits:</b>	25 days' annual leave Contributory pension scheme Retail incentive scheme Life assurance Healthcare cash plan
<b>Location:</b>	Lakeside Shopping Centre, Thurrock

### **Job Purpose:**

The club is currently looking to appoint a store manager at our lakeside branch. As the store manager you will be responsible for delivering maximum profitability by coordinating the store operations and providing a sales driven focus to the store. A keen eye for detail and experience of working within a high volume, fast paced environment is necessary in order to understand the culture of the brand and the demands of working for a Premier League football club.

This is an excellent opportunity to join a growing club. A strong grasp of visual merchandising is desirable and have the ability to lead the team in driving sales and providing exceptional customer to our loyal fan base is a must.

### **Key Responsibilities:**

- Operational running of the store
- Maximising all sales opportunities
- Recruitment and selection of staff
- Excellent customer service is offered and maintained
- Train and develop store teams
- Managing and motivating a team to increase sales
- Organising sales promotions and running in store events
- Controlling budgets and costs
- Analysing sales figures and forecasting future sales

## Equal Opportunities

1. To ensure that all departments are provided within an anti-discriminatory framework and take account of such issues as race, gender, sexuality, disability, religion and age.
2. To carry out work in a manner which promotes equality of opportunity for both staff and clients.

West Ham United staff enjoy generous benefits, including a contributory scheme, 25 days' leave and life assurance. You can also take advantage of childcare vouchers, interest-free season ticket loans, a cycle to work scheme and our employee wellbeing programme.

## Person Specification

The ideal candidate will have skills and experience in the following areas: -

Essential (E) Desirable (D)

### ***Education/Qualifications/Experience:***

- Educated to NVQ Level 3 in Retail (Management) or equivalent. (D)
- Extensive experience in a customer-facing apparel sales setting with previous management level experience (E)
- Experience of operations including managing work rotas, stock management and day-to-day requirements of running a store (E)
- Previous experience using till systems (E)
- Experience in building, developing and leading a team (E)
- Experience in developing promotional programmes that drive sales (E)

### ***Abilities/Skills/Knowledge:***

- Proven ability to deliver exceptional customer experiences (E)
- Exemplary organisation skills (E)
- Excellent Leadership Skills (E)
- Strong interpersonal and communication skills with the ability to build positive relationships (E)
- High level of Visual Merchandising (E)
- Excellent standard of written and spoken English (E)
- Proficient in Microsoft Word and Excel (E)
- Must have the ability to make quick decisions in a fast paced environment (E)
- Able to work under pressure, meet deadlines and remain calm under pressure (E)

- Ability to carry out detailed tasks with minimal direction or supervision (E)
- Ability to problem solve complex situations in an effective and efficient manner (D)
- Have in-depth knowledge of the football industry (D)
- Flexible approach to working hours (E)

Understanding and commitment to the Club's Equality Policy and ability to promote anti-discriminatory practice.

We are committed to the principle of equality and equal opportunities in employment and have been accredited with the being Disability Confident Committed. We will actively promote equality and equal opportunities in our business to ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities. Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

Once you have applied for this role you are required to complete an equal opportunities survey to allow the Club to monitor the success of its equality initiatives. The survey will take two minutes and can be access using the following link: [https://www.surveymonkey.co.uk/r/WHU\\_Equal\\_Opportunities](https://www.surveymonkey.co.uk/r/WHU_Equal_Opportunities).

To apply please email your CV with a covering letter and return e-mail address to [hr@westhamunited.co.uk](mailto:hr@westhamunited.co.uk) by **8<sup>th</sup> September 2017** We encourage applicants to apply as early as possible as we reserve the right to close the advert earlier than advertised.

