

Job title: Concession Manager
Reporting to: Regional Manager

We are currently looking for a Concession Manager to join our team

The main purpose of the role, will be to recruit, retain, motivate and develop your team to drive the success of the outlet. You will maintain exceptional visual merchandising standards and deliver outstanding customer service that provides a unique shopping experience to our customer. You will ensure the profitability of the outlet and drive sales through effective management and communication with your team.

Main Duties and Responsibilities:

- Coordinate your staff to ensure effective service is available at all times whilst maintaining profitability
- Ensure compliance with all processes and procedures and ensure that the maintenance of the premises is safe and aesthetically pleasing
- Develop SMART objectives for your business and team and share best practice across the region
- Ensure payroll and budgets are effectively managed in line with Store Grading Model and ensure daily, weekly, monthly and yearly figures are analysed and understood
- Demonstrate a clear understanding of sales and competitor figures and are able to articulate these whilst making suggestions to drive our sales
- Ensures the team delivers and understands the importance of service excellence through regular reviews and provides ongoing feedback, conducts training and refreshers.
- Actively work towards PDP and understand what needs to be achieved to succeed contract expectations
- Act as a brand ambassador and undertake own research to build customer loyalty demonstrating a clear understanding of your customer and market place

The successful candidate will be highly motivated, along with excellent communication, organisation and planning skills.

Essential Skills and Experience:

- Passion for fashion
- Customer service focused
- Sales and target driven
- Visual Merchandising skills
- Commercial awareness