

Position Description

Store Manager

N+H

As the Store Manager, you will play a pivotal role in driving store profitability by optimizing sales and maintaining exceptional retail store standards. Your responsibilities will encompass efficient stock management, recruiting top talent, fostering their development, and delivering outstanding customer experiences. Your leadership will be key to ensuring a thriving and successful store environment.

Reports to: Regional Manager

Department: Retail Stores

Direct reports: Assistant Manager, Keyholder, Sales Assistant

Key people you'll work with

- Assistant Manager/Keyholder
- Sales Assistants
- Customers
- Regional Manager
- Support Hub teams

What you'll bring with you

- Retail management experience of at least two years is required
- People Leadership experience of at least two years is required
- Proven track record of sales and KPI achievement
- Knowledge and understanding of store financial performance
- The ability to motivate and lead a team
- A good understanding of using a computer
- Great verbal communication

How you'll show up

- Has the ability to create a high performing team through motivating and empowering a team
- Takes ownership of all actions
- Sales and service focussed
- Acts with honesty, integrity and trust at all times
- Has excellent organisational and prioritising abilities
- Consistently strives to be a top performer
- People focussed
- Behave in line with our values
- Follow all internal policies and procedures

How you will contribute to the business

Financial Achievement

- Accountable for driving store performance by meeting sales budgets, controlling expenses, and identifying growth opportunities
- Achieve store and individual Key Performance Indicators (KPIs) to enhance store performance
- Ensure efficient use of the store roster to meet customer needs and achieve financial targets
- Use insightful reports to maximise sales

People Leadership & Team Engagement

- Recruit top talent, aligned with organisational values
- Promote a positive, engaged, and passionate team environment
- Support and recognise team contributions through the rewards program
- Conduct meaningful conversations and provide coaching for growth opportunities
- Address and resolve concerns with team members when required and escalate where required
- Assign tasks and provide clear direction in line with the operating rhythm
- Conduct weekly 5-minute check-ins with team members to monitor performance and address issues

Training & Development

- Complete all assigned training as required to fulfil your role
- Ensure completion of required learning modules by all team members
- Train and coach new team members
- Conduct comprehensive onboarding for new team members

Product Merchandising

- Execute marketing initiatives and maintain merchandising standards
- Accountable for delivering on all Retail Store Standards (RSS)

Customer Service

- Deliver excellent customer service in line with internal customer service principles
- Support team members in demonstrating internal customer service principles and provide coaching when needed
- Prioritize team workload to maintain high customer service levels in line with the operating rhythm
- Process transactions efficiently and accurately on the till per internal mode of sale
- Process refunds and exchanges in line with our internal policies and procedures.
- Implement new initiatives with team support
- Resolve customer complaints positively and efficiently

Stock Management

- Oversee an organised and safe stockroom
- Maintain product controls to minimise product loss
- Ensure annual preparation and execution of stock take
- Maximising the amount of stock on the shop floor

Administration

- Complete Daily Banking Records (DBRs) accurately
- Use reports to identify and drive sales opportunities
- Manage rosters, team leave, and process timesheets

Health & Safety

- Accountable for maintaining a safe work environment by following internal safety policies and procedures
- Drive safety and wellness within the team and workplace
- Ensuring all health and safety reporting is completed in a timely manner

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Outcomes you are responsible for

Financial Achievement

- Achieving store budgets and KPIs
- Controlling labour hours against budget and running the store with a cost-conscious focus

People Leadership & Team Engagement

- Successfully onboarding all new team members within three months
- Addressing team performance and/or behaviour issues promptly and effectively
- Actively driving the Reward & Recognition program to recognise great work amongst the team
- Managing team leave effectively and efficiently ensuring minimal impact to store operations
- Completing and documenting 5-minute weekly check ins with every team member
- Approving team timesheets and supporting with any pay or employment queries
- Ensuring the operating rhythm is followed by the team

Training & Development

- Completing all learning modules on time that are required for you and your role
- Coaching and mentoring the team positively
- Ensuring the team complete their learning modules
- Completing all online coaching to support team members

Product Merchandising

- Adhering to all standards outlined in the RSS

Customer Service

- Resolving customer complaints within 24 hours

Stock Management

- Ensuring minimal product shrinkage and accurate stocktake results
- Having a well-managed and orderly stockroom

Health & Safety

- Actively contributing to a safe work environment by identifying and reporting hazards and accidents promptly
- Completing Health and Safety audits

Our Values

New Zealand's Leading
Footwear Retailer

CREATING EXPERIENCES AND STYLE THAT MAKES US ALL SMILE

CUSTOMER FOCUSED



CUSTOMER CENTRIC

- Over 190 years leadership and more to give
- Superb product knowledge
- Presenting our product with pride
- Treating our customers as valued guests
- Engaged, meeting and exceeding expectations
- Attentively seeking insight into trends and fashion



THRIVING TOGETHER

- A thriving business in which our people are thriving
- Balanced scorecard, results focused
- Engaged teams, no silos
- Leaders in technology and innovation
- Wellness and Safety
- Driving customer metrics and satisfaction
- Encouraging personal development and growth



PASSIONATE PEOPLE

- With integrity in every step
- Genuinely focused on doing the right thing right
- Embracing change
- Future focused and positive
- Doing what we say we will
- Excited about our product and bringing customers with us as style and fashion evolves



ONE TEAM

- Together everyone achieves more
- Communicating clearly
- Respectful and trustworthy
- Bringing the fun
- Infectious enthusiasm
- Reliant and dependent on each other, we do our best to support each other