



# Store Manager

**Reports to:** Regional Manager

**Department:** Stores

**Direct Reports:** Sales Assistant, Key Holder, Assistant Manager

## Who we are

Welcome to Number One Shoes + Hannahs, one of our three retail brands within Ngahuaia!

Number One Shoes and Hannahs are two of New Zealand's best-loved footwear brands, with a history that goes back generations. Hannahs has been around since 1868, while Number One Shoes has been helping Kiwis put their best foot forward for decades. Together, we've created the ultimate destination for shoes — bringing style, comfort, and value to every New Zealander.

What makes us special is the mix of tradition and fresh energy. Hannahs brings heritage and trust, while Number One Shoes is all about fun, fashion, and affordability. From everyday staples to special occasion styles, we've got something for everyone — and we love helping our customers find the perfect pair.

When you join us, you're not just working in a store, you're part of a team that loves shoes, loves people, and loves creating a great experience every day. If you've got energy, passion, and a love for helping others, you'll feel right at home with us.

## Why You'll Love This Role

As a Store Manager, you'll be the driving force behind the success of your store. This is a hands-on leadership role where you'll inspire, coach, and develop your team to deliver an outstanding customer experience every day. You'll balance the excitement of retail operations with the responsibility of managing people, performance, and results. From creating a welcoming environment for customers to ensuring operational excellence behind the scenes, you'll be at the heart of making our brand shine in the community. This is your chance to lead with energy, ownership, and passion.



## What you'll deliver in this role

**Leadership & Development:** You'll be accountable for leading, coaching, and motivating your team to reach their full potential. This includes recruiting great people, training them effectively, setting clear expectations, and providing regular feedback. You'll ensure your team is engaged, recognised for their efforts, and equipped to deliver strong results.

**Store Sales and KPIs:** You are accountable for achieving sales, margin, and operational targets while contributing to the wider success of the business. You'll analyse store performance data, track KPIs, and report results to your Regional Manager to support you in making informed decisions on your stores performance.

**Customer Experience & Sales:** Fully embracing our "Every Day Great Experience" (EDGE) framework, you'll lead from the front on the shop floor, setting the standard for exceptional customer service. By engaging with customers and coaching your team to do the same, you'll create memorable experiences that drive loyalty and repeat business. You'll monitor and drive sales targets, identifying opportunities to increase conversion and deliver growth.

**Operations & Compliance:** You'll take full ownership of daily store operations, ensuring compliance with company policies and health and safety requirements. From rostering and cash handling to stock management and loss prevention, you'll keep everything running smoothly and efficiently. You'll also ensure store presentation meets brand standards, creating a clean, organised, and inviting environment for customers.

**Stock & Inventory Management:** You'll oversee stock levels and replenishment, ensuring the right products are available at the right time. You'll manage deliveries, transfers, and inventory counts to minimise shrinkage and maximise sales opportunities.

## What You'll Bring to the Role

- At least two years of proven experience in a retail management role
- At least two years experience of people leadership
- Strong leadership skills with the ability to coach, develop, and inspire a team.
- A customer-first mindset with a passion for delivering exceptional service
- Commercial acumen, with experience analysing sales data and managing KPIs
- Confidence in managing store operations, stock, and compliance processes