

Job Description

JOB TITLE: Retail Store Assistant Manager

ROLE LEVEL: 2(b)

DEPARTMENT: Point Seraphine retail

REPORTS TO: Store Manager

LOCATION: Hotel Chocolat store, Point Seraphine, Saint Lucia.

HOURS/WORKING PATTERN: 30 hours minimum per week flexible over 7 days

ROLE OVERVIEW

- Be part of a dynamic management team responsible for driving team performance; through effective communications of the Hotel Chocolat ways of working.
- Support the Store Manager in developing high-performing teams delivering the ultimate guest experience - every time.
- Take responsibility with the Store Manager to ensure compliance in stock management & operations.
- Assist in developing a culture of recognition, incentive & reward amongst the team.

JOB ROLE AND RESPONSIBILITIES

SKILLS AND EXPERIENCE

Required Skills/Abilities:

Strategy

- Manage the store in the absence of the Store Manager, driving sales through your empowerment to achieve/exceed budgets.
- Identify and own solutions for risks/improvement opportunities in store.
- Deputise for the Store Manager as required at company events.
- Understand the company's business objectives, brand values, and actively strive to exceed expectations.

Customer Experience

- Consistently deliver the 'Guest Journey' to every guest that enters our stores.
- Through the eyes of our guest's programme – support the Store Manager & your team in delivering the 5 key areas consistently.
- Be a Brand Ambassador – share & develop your cacao knowledge, and brand values with your team.

Operations

- Ensure H&S compliance through effective daily operations.
- Maintain outstanding hygiene and cleanliness standards in store.
- Manage & maintain all aspects of store security in accordance with company policies and procedures (example: cash, stock, IT, buildings, key management).

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Finance and Commerciality

- Take responsibility for your feedback and actions to drive top/bottom line.
- Support and assist the Store Manager in maximising productivity through efficient scheduling.
- Identify commercial drivers, using the available tools to achieve and exceed the store's targets.
- Optimise sales through effective customer experience and selling techniques. Knowledge is success.
- Optimise conversion through effective merchandising and presentation of the store.
- Report on performance as required.

People Management

- Play an active part in monthly team meetings.
- Own your own development through a PDP and attending all relevant training courses.
- Encourage conversation and communicate with your team regarding their needs.

Qualifications:

- High school diploma or equivalent; bachelor's degree in business or related field preferred.
- Proven experience in retail management or a similar role.
- Strong leadership and team management skills.
- Excellent customer service and communication abilities.
- Ability to analyze sales data and make informed decisions.

Physical Requirements: Ability to stand for extended periods, lift and move merchandise, and perform other physical tasks as needed.

Essential

- A strong understanding of KPI's and the drivers behind them.
- A drive for delivering outstanding guest service.
- Experienced in consultative selling.
- Outstanding loyalty and commitment to the business.
- Proficient in Microsoft Office and retail management software.
- Flexible schedule with availability to work weekends and holidays as needed.

Desirable

- Warm, friendly and engaging personality.
- A passion for Hotel Chocolat, our products and values.
- IT literacy with a basic understanding of Excel, MS Outlook and internet desirable.
- Established Assistant Manager/Supervisor looking for the next level, with strong experience in a seasonally busy environment, ideally with experience of a luxury retail brand.
- Sound judgement with confident decision-making.

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VALUES AND BEHAVIOURS

The successful candidate will demonstrate their ability to bring Hotel Chocolat's core brand values to life.

Originality, Authenticity, and Ethics:

- Enjoy the personal & professional growth that comes from working as part of a dynamic business.

Originality: "I bring a spark to my role"

- I Ensure Everything is done with Passion.

Authenticity: "I am the real deal"

- I take responsibility for the business and people I lead.

Ethics: "I care about people and the planet"

- I do the right thing when no one is watching.

Being a Hotel Chocolatier means:

I smile.

I am kind.

I am helpful.

I am positive.