

The position of Retail Manager

Salary £17,000 to £19,500 + benefits.

Holiday 28 days including bank holidays

This exciting new role of Retail Manager has been created to help with the continued development and success of the Brewery's specialist food and drink retail outlet. This post will suit a highly motivated and creative person with retail experience seeking a management position in a diversified and growing family business with a fine reputation as an exceptional business in the South East of England.

Your typical duties will include:

- **Customer Service;** ensure standards for quality are monitored and maintained and the requirements for health and safety, the handling of complaints, queries and customer expectations are met.
- **Management;** ensure the rising sales of the Brewery's fine foods and beers, monitor sales targets, management of stock and analysis of sales figures including forecasting future sales. You will also be involved in the recruitment, training, management and motivation of new staff as well as planning retail development, operations and resources.
- **Marketing;** develop and manage the marketing plan. Monitor competitors, market trends and customer expectations. Organise special promotions, displays and events. You will also be required to develop and manage the Brewery's plans to devise and develop e-commerce activities as well as manage and lead promotional tours to the site.

You would normally work about 40 hours a week, which is likely to include weekends and evenings. You will spend much of your time on the shop floor, with time also spent helping and serving customers.

Skills and Interests

You'll need a range of skills, notably:

- The ability to lead and motivate a team
- Excellent communication and 'people' skills
- A strong commitment to customer service
- The ability to work under pressure and handle challenging situations
- Confidence, drive and enthusiasm
- The ability to understand and analyse sales figures
- Sound business sense
- An understanding of retail laws, security and health and safety.

If you feel you fit the bill and would like the chance to join us please logon to the jobs section of our website and follow the link. We look forward to hearing from you.

www.chilternbrewery.co.uk/job-vacancies