

Deputy Store Manager

Job Advert



We are currently recruiting for a Deputy Manager with a passion, drive and enthusiasm to join our popular and busy family-owned independent garden centre. In this role you will be assisting and supporting the General Manager in day-to-day running of Retail Operations of the Shepperton store and all that entails from an operational, staff and customer perspective. You will have previously worked in a managerial role in a garden centre or similar large retail environment with proven experience managing and motivating a team, excellent customer service and organisational skills.

This is a very varied and hands-on role with additional responsibility for the management and responsibility for the smooth running of your allocated department as well as supporting the General manager with the rest of the Garden Centre.

Responsibilities would include: -

- Deputising for the General Manager in their absence, closing the premises and communicating effectively with the Department Managers, Functional Heads and Directors to ensure key information is passed up and down the line. Overseeing operations for all internal and external retail departments on the shop floor, supporting and guiding supervisors in rota issues, customer enquiries and management of ad hoc queries as they arise.
- Work with the HR Manager and General Manager to deliver the performance management process for all staff in Retail Operations including probation reviews, regular performance conversations and addressing ad hoc people issues.
- Managing your allocated department, and overseeing additional ones, ensuring all tasks are carried out.
- Constructively and efficiently planning and managing seasonal changes throughout the garden centre, including creating inspirational displays.
- Partnering with the General Manager and other senior management to lead our approach to excellent customer service, identifying improvements and ensuring staff are informed, trained, and equipped to deliver in this area.
- Store opening and closing duties.
- Rota'd late night Thursday closing duty.

Nice to Have:

- Enthusiastic and approachable
- Willing to develop and learn
- Have previously Managed a team before
- You have previous experience working within a garden center

Benefits

- Free onsite parking
- 15% Staff discount
- Training and development with opportunities to forge a career with us
- Pension plan
- Holiday entitlement of 28 days, including bank holidays

Store: Shepperton

Contract: Full time

Includes: Monday to Friday with a rota'd day off each week and alternate weekends

Hours: 42.5 hours per week

If you are interested in applying for this position then please email your CV with a covering letter to recruitmentadvisor@longacres.co.uk