

# Retail Manager

If you are interested in the job position: Retail Manager, please submit your résumé and details of your current place of employment, position and salary to the following address, with the subject [**Retail Manager Position Application**]:

[enquiry@thepremieroutlets.com](mailto:enquiry@thepremieroutlets.com)

<b>Reports to</b>	General Manager	<b>Function / Region</b>	Operations/China
<b>Location</b>	Centre	<b>Band</b>	T.B.C.

## Purpose

Responsible for maximising the retail performance of stores within the centre to increase profitability, through developing close links with brand partners and the delivery of the Retail skills Programme.

## Key Accountabilities

- Forge close links with brand partners to ensure the sharing of information in order to improve sales and service to customers.
- Responsible for delivering the Retail skills Programme, championing the highest retail standards and customer service, in order to help tenants to meet their full potential and achieve improvements in sales.
- Manage the customer services operation, including the management of staff rosters, resources and budgets, to ensure the smooth running of the operation and that staff remain productive and efficient.
- Define clear objectives for the Customer Service Advisors and monitor the service provided, ensuring that service level agreements and quality of responses are maintained at the highest levels at all times.
- Provide the General Manager with all the relevant retail data and performance information to ensure that information remains up to date and accurate, relevant parties are well informed, and business KPIs are met.
- Carry out regular and detailed audits on tenants to ensure they are complying with their lease agreements. Record and communicate findings and enforce company procedure should any compliance issue be breached.
- Provide guidance on visual merchandising for stores, ensuring that consistency and effectiveness are maintained and that aesthetic standards are achieved in line with corporate identity.
- Liaise with relevant retail bodies, such as Trading Standards, Chamber of Trade, and the local community, to ensure the company is conducting itself in a legal and responsible manner and the company is positively promoted at all times.
- Work with centre and Head office teams in order to identify and deliver tenant training to improve performance and conduct induction meetings to ensure stores are aligned with the service standards of the company.
- In close liaison with tenants, develop and update an annual re-fit plan in order to maintain high standard of stores.

- Complete comparative shop reports on competitors detailing activities, brand mix, promotional offers and price comparisons to aid the company in remaining competitive in the market.
- Maintain close working relationships with the company's retail network to identify and drive best practice procedure and process to ensure consistency throughout the centres.
- Recruit, manage, motivate and develop direct reports to ensure that they achieve their potential and that their performance contributes to the achievement of business objectives.

## Dimensions

Role holder will manage the Customer Service Advisor and or Centre Host.

## Organisational Chart

Reporting lines and structures will change depending on location.

## Key Relationships

Internal	External
General Manager	Customers
Chief operating Officer	Investors
Facilities Manager	Brand Partners
Centre Team	Contractors / Suppliers
Leasing / Marketing Team / H / O (HR/Accounts)	

## Competencies

- Customer Focus
- Results Focus
- Communication & Listening
- Influencing
- Team Work
- Handling Multiple Priorities
- Problem Solving
- Initiative

## Knowledge and Skills

- Educated to 'A' Level or equivalent (degree preferred)
- Proven retail management experience, ideally at store manager level
- Key account management experience
- Catering/Food experience preferred
- Department store experience preferred
- Coaching skills
- Visual merchandising skills
- Analytical Skills
- IT skills: Intermediate Word, Excel, Outlook and PowerPoint
- Spoken English & Chinese