

Store Manager, Deputy Manager and Supervisor

Company:	The Retail People (TRP)
Location:	London 2012 Olympic and Paralympic Games Venues
Position:	Store Manager, Deputy Manager or Supervisor
Reporting to:	Venue Manager
Sector:	Event Merchandising/Retail
Job Type:	Temporary Between July and September 2012 (depending on venue and availability)
Hours:	Shifts vary by venue, but will be between 5-10 hours. Earliest start time 5am, latest finish time 1am.

TRP have sole responsibility for selling 2012 branded products at Games time within the Olympic and Paralympic sports venues. 2012 merchandise includes commemorative pins, clothing, mugs, mascots and stamps. The Games take place over a short but intensive trading period in over 90 locations ranging from 20m² kiosks to a 4000m² megastores in the Olympic Park.

Our objective is to provide the experience of a lifetime by selecting and offering for sale a range of official London 2012 / Team GB licensed products and presenting them in an attractive and original way.

You will be required to reflect the company's high standards of operations in the areas of:

- **Product knowledge** – using your excellent communication skills you will be expected to answer questions relating to the products we offer (training provided).
- **Customer service** – delivering superior customer service in all aspects of customer interaction.
- **Cash handling** – being proficient in the handling of money.
- **Performances of staff** – ensuring all staff are proficient in their role and reach their full potential.
- **Knowledge of and adherence to all TRP policies and procedures** – guaranteeing all staff members follow company policies and procedures.
- **Communication** – ensuring all staff are effectively communicated with in daily team meetings.

Typical tasks will include:

- Managing and motivating a team to increase sales and ensure efficiency;
- Ensuring standards for quality, customer service and health and safety are met;
- Running daily team meetings with team members; including updates on performance, targets and incentives;
- Working with the Venue Manager to identify any necessary amendments to staffing rosters based on in-games trading realities;
- Promoting healthy competition within the team and with other venues. Recognising, rewarding and keeping track of those who go above and beyond;
- Supervising clocking in and clocking out and timesheet submission of staff;

- Monitoring and updating sales display areas in line with established formats;
- Operating tills, computing sales prices, total purchases and receive and process cash/credit payments;
- Working with the Cash Controllers to ensure the safe removal of cash and ensuring that tills are balanced at the end of the day;
- Working with the Stock Room Controller to oversee stock control and ensure that supplies are replenished; including receiving in stock deliveries and re-stocking the main stock room;
- Watching for and recognizing security risks and thefts;
- Handling customer complaints and difficulties in an effective manner. Exchanging merchandise for customers and accepting returns;
- Preparing the store at the beginning and end of the day ready for trading.

To apply for this role you must be able to work long hours, in a fast paced and multi tasked environment and must have the following:

You must have a minimum of 1 years experience of working as a Store Manager or Supervisor managing a team of 6 or more, within a retail store at least 150m2 with a minimum turnover of £750k a year

- Competency in Maths for cash and credit handling and stock control
- Proven customer service skills and experience of working in a leadership role within the retail industry
- Excellent communication skills and interpersonal skills
- Be able to work as part of a team and show strong leadership and self-motivation skills
- Be able to work effectively under pressure and handle challenging situations
- Be able to work computerised technology and show strong business administration knowledge
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Candidates must have evidence of permission to work in the UK.