



## PR/117778 | Retail Duty Manager

### Job Information

**Recruiter**

JAC Recruitment UK

**Job ID**

1512739

**Industry**

Other

**Job Type**

Permanent Full-time

**Location**

United Kingdom

**Salary**

Negotiable, based on experience

**Refreshed**

April 2nd, 2025 21:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

**Title**

Retail Duty Manager

**Salary**

£32,000 - £34,000 per annum

**Job profile**

A Japanese global Culture Home are looking for a Retail Duty Manager.

**JOB DESCRIPTION****Retail Experience**

- Manage and motivate the retail team to ensure a focus on customer service and selling to achieve targets
- Lead by example, ensuring the Values of the company are embedded and upheld within the retail team
- Stay up to date about product lines and ensure the retail team members undertake product training.
- Stay up to date with and ensure the retail team promotes all the company's facilities, exhibitions and events
- Lead in driving sales and providing feedback to the retail team to improve productivity, customer service
- Maintain a Japanese aesthetic and refined shopping environment, ensuring excellent execution and maintenance of retail displays across The Shop and assist with setting up visual displays in Shop, booths and windows.

**Shop and Online Shop Operations**

- Carry out daily operational checklists to ensure efficient and safely operation of retail environment and team
- Ensure products are replenished and well-presented across retail spaces
- Plan and provide a daily schedule to ensure appropriate staffing levels throughout the day.
- Provide the retail team with a morning briefing and handover briefing at the beginning and end of both shifts
- Handle on-site and online customer inquiries, complaints, refunds, and exchanges.
- Support the operational implementation of any Shop promotions or experiences on the Shop floor.
- Liaise with the cleaning and maintenance teams to ensure all retail areas are pristinely presented at all times

**Team Management**

- Provide daily supervision of the retail team to ensure operational requirements are met
- Train the retail team on the operational functionality of retail systems
- Train the retail team on retail operational processes ensuring these processes are followed at all times
- Line manage members of the retail team including 1 to 1s, reviews, disciplinaries and holiday requests

**Health, Safety & Security**

- Ensure that all the retail team members in the team complete induction and compliance training
- Ensure accident and incident reporting procedures are understood and complied with by the retail Team
- Support front-of-house security and safety and liaise with the security team according to procedures
- Assisting in evacuation during an emergency, and ensure the safety of visitors and colleagues
- Ensure that the Shop, including back of house areas, are always fully compliant with trading standards legislation, health & safety legislation, fire and security standards and any other legal requirements

- As an employee of the company, Under Section 7 of the Health and Safety at Work etc. Act 1974 be responsible for your personal safety and that of all personnel under your authority, including others who may be affected by the Company's activities. Additionally, you must also co-operate with the Company to enable it to discharge its own responsibilities successfully.

#### PROFESSIONAL QUALIFICATIONS KNOWLEDGE & EXPERIENCE

- Over 3 years' experience in retail management (in high-end retail) including team management experience
- Bachelor's degree or equivalent
- Other relevant training, licences and certification are advantageous including First Aid, Food Hygiene, Health & Safety and Fire warden training beneficial
- Experience of working in a managerial or duty manager role in a high-end retail sales focussed brand setting
- Experience in and ability to lead and motivate a FOH team
- Experience of visual merchandising advantageous
- Excellent interpersonal skills and lead by example to ensure a welcoming customer experience
- Know how to resolve incidents and resolve customer complaints to a satisfactory outcome
- A sensitivity to and understanding of Japan and Japanese cultures
- Proficiency in using EPOS and other retail related systems
- Good level of proficiency of all MS Office suite systems
- Exceptional attention to detail and focus
- Effective collaborator, able to work with colleagues across the organisation
- Ability to create a climate where professional learning and personal growth are actively encouraged and valued
- Excellent written and spoken English, proficient to high business language standard is essential
- Exceptional standard of customer service through well-established and effective communication skills
- Ability to multi-task and prioritize work, whilst paying attention to detail
- Strong organizational, planning, and problem-solving skills and excellent time management skills.
- Other language skills, including Japanese, would be advantageous

#### **Location**

London

#### **Hours**

40 hours per week (Shift work)

Shop Open : Mon – Sun : 10:00am - 08:00pm

- Most duties carried out in their public spaces \_ Approximately 80% of duties will be carried out on the Shop floor duties and approximately 20% will be administrative related duties.
- Standard hours are 8 per day
- Rolling rota will include weekends and evenings, and Bank Holidays when the venue is open
- Holidays requests may be restricted during the December in the peak Christmas trading period
- Additional after-hours project and event-related work may be required.

### **Visa**

Eligible to work in the UK without any restriction

### **About our client**

Japanese global culture home

\*\*\*\*We regret to inform applicants that only shortlisted candidates will be notified. Thank you for your understanding.

#LI-JACUK

#citylondon

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Company Description