

TOAST

GROUP STORE MANAGER

TOAST designs clothes and homewares for modern living (for both women and men). We endeavour to create products that are unique – designed with great care, made of the best quality fabrics – and present them in simple but original and inspiring ways. We are known for our seasonal photography campaigns - which take us all over the world and continually expand our influences – as well as a consistent dedication to depth of thought in everything we do.

The emphasis within the TOAST workplace is on simplicity, originality, creativity and thoughtfulness. We work hard to communicate intelligently with the wider world (to assume intelligence in those we engage with) and strive against doing the obvious. We value serious thought in many broad fields – in art, literature, design, philosophy, travel, science... – as much as we do in fashion. Though our output may appear simple, it is always produced with great attention to detail.

You are a catalyst for TOAST's successes. To realize our ambitions we need you to share our interests and values, have an enthusiasm for TOAST itself, a deep knowledge and love of your own specialist area, and a wealth of life experience. With this common ground we can work together with clarity of thought, producing innovative ideas and always doing our very best for TOAST.

In return for your dedication, TOAST will offer a supportive and friendly working environment with flexible working hours and generous staff discounts. You will receive a comprehensive induction, including product and brand training, that helps to plant a deep understanding of TOAST that can be carried confidently through your work and into the outside world.

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UPDATED – 20/02/19

REPORTS TO – HEAD OF SALES

LOCATION – FIELD BASED AND LONDON SCREENWORKS OFFICE

ROLE OVERVIEW –

As Group Store Manager you will have accountability for delivering TOAST's expected brand, operational and commercial performance expectations across a group of TOAST stores. You will be expected to use your initiative to manage your store teams to successfully deliver their performance goals and deliver the expected brand experience and you will liaise with all suitable support functions to facilitate any necessary support required to achieve these goals.

You will actively drive store team development to deliver a market leading customer service experience and provide leadership, feedback, coaching and support in doing so.

You will work to manage store stock and space in order to maximise sales potential and profitability and you will support the delivery of our brand's visual expectations.

You will maintain accurate and efficient store operational performance in ensuring the store teams adhere to TOAST operational policies and procedures.

You will be an ambassador for TOAST both in your methods of working and you will work to develop your team to the same standards.

ROLE IN DETAIL –

- Deliver retail sales, payroll and stock management KPI targets and support HOS in managing all other costs within agreed budgets
- Recruit and develop a high performing store management team capable of delivering the brand's expectations providing all necessary training and guidance.
- Maintain planned and measurable goals and highlight opportunities for succession with your team through coaching and development.
- Manage and deliver TOAST's customer service expectation across the group through the development of our store teams
- Support delivery of TOAST's brand visual expectations across the group in liaison with Head of Visual Merchandising
- Commercially manage our store stock packages to achieve a balance between high sales performance and beautifully visual presentation.
- Provide detailed feedback to key liaisons regarding stock performance. Manage feedback from stores back to the office ensuring it is factual and accurate.
- Deliver consistently excellent back of house operations that support the needs of the stores and facilitates optimal trading results in a secure fashion.
- Ensure all stores deliver required administrative practices according to the operations manual including all cash and stock handling processes liaising with Retail Co-Coordinator
- Liaise and seek feedback from all key head office functions in order to facilitate excellent store performance
- Actively seek self-development and training of own skills set to continually improve performance
- Ensure a safe and healthy working environment for all of the team with a focus on risk assessment and ensuring a high level of housekeeping

If you would like to apply for this role please supply a covering letter and CV to retailjobs@toa.st