



# WE ARE RECRUITING

## SALES FLOOR MANAGER

Womenswear - Lingerie - Footwear

**40 Hours p/w - Full-time**

**Salary: Negotiable on experience.**

### OVERVIEW

- Responsible for the day-to-day management of the department.
- Motivate your sales team and lead from the front.
- Set the standard for your team.
- Inspire your team to be passionate about what they do.
- Ensure your team deliver first class service & visual standards.

### ESSENTIAL CRITERIA

- Retail management experience.
- People management experience.
- Highly customer focused and able to lead from the front.
- Ability to motivate your team to deliver excellent sales.
- Commercial awareness of competitors, customer's needs, etc.
- Demonstrate key behaviours i.e. listening, support and encouragement, respect, honesty, and integrity, working at pace.
- Creative with a positive, 'can-do' attitude and approach with plenty of ideas.
- Excellent verbal and communication skills at both store and support centre level
- Computer literate, including experience in Microsoft office.
- Ability to demonstrate what 'great' looks like.
- Passionate about our brand, products, and colleagues.
- Ability to motivate a team to achieve budgets and be highly motivated by the achievement of sales targets.
- Maths and English GCSE and educated to A Level or equivalent.

### DESIRABLE CRITERIA

- Previous experience of managing a sales floor in a similar environment.
- Educated to HND or degree level in retail or business-related subjects.



### COMPANY BENEFITS

Excellent terms and conditions

Auto enrolment pension

30 days annual leave  
(+ additional day after 10 years' service + bonus week off on 20 years served)

Very generous colleague discount scheme

Life Assurance cover

Length of service gift  
(10 years & 20 years)

Appreciation day  
(5 years' service)

Smile reward scheme

Retail Trust membership

### TO APPLY:

Email your CV to:

**human.resources@ulsterstores.com**



# RESPONSIBILITIES

## IN MORE DETAIL...

### DRIVING SALES

A large proportion of your time will be spent on the floor driving sales and reacting to commercial opportunities. As Floor Manager you will be expected to motivate your team to maximise sales and have customers leave 100% satisfied. Customers should seek colleagues out by name encouraging a trustworthy sales team. As Sales floor manager it is your responsibility to improve commercial performance, by increasing turnover and maximising profitability of the first floor.

### MANAGING COLLEAGUES

Manage and oversee your team ensuring that assigned tasks are completed in a timely manner whilst always ensuring customers are priority. Additionally, you will be responsible for training & developing, motivating, & encouraging your team to sell, ensuring the right people are in the right positions. You will also be responsible for carrying out all people processes required (disciplinarys, appraisals, interviews, and performance management, RTW, etc in a timely fashion)

### BUILD PRODUCT KNOWLEDGE

You will build a relationship with the buyer and in conjunction with the buyers, you will help build the team's product knowledge, encouraging them to review product so they know key features and benefits to help convert the sale ensuring you are a true ambassador of our brands.

### DELIVERING DEPARTMENT STANDARDS

Alongside the visual merchandising team you will ensure that the department is presented in a way that can be shopped easily by customers and is visually pleasing. Taking into consideration customer mind set and reacting to local conditions i.e., season / weather, Strong promotional ticketing, when arranging layout of the department to drive commercial displays.

### MONITOR BUDGETS & SALES

Monitor wages: sales budgets and profitability, ensuring that action is taken to rectify either over or underspending where needed.

You will also be responsible for analysing sales figures and forecasting future sales volumes to maximize profits. Using information technology to record sales figures and for data analysis and forward planning is also part of your job .

### OPERATIONS

To liaise with warehouse and store ops team to ensure that all stock is replenished in a timely fashion.

To manage stock control and stock loss within prescribed company criteria.

To be alert to fraudulent notes, suspicious behaviour, and theft – taking appropriate action as required.

To adhere to health and safety legislation and deal with any issues in line with company guidelines.

### OTHER DUTIES

You will be expected to deputise in the store manager's absence addressing day to day issues such as, store / department standards, promotional set up, recruitment, disciplinarys, appraisals, Health & Safety, first aid.

Maintaining the stability and reputation of the store by complying with legal requirements.

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