

Relief Manager

### Overview

***We are seeking a dedicated and proactive Relief Manager to join our team. This role is crucial in ensuring the smooth operation of our retail environment during periods of absence or peak demand. The ideal candidate will possess strong leadership skills and the ability to manage a diverse team effectively while maintaining high standards of customer service. As a Relief Manager, you will be responsible for overseeing daily operations, driving sales, and ensuring that all policies and procedures are adhered to.***

Responsibilities:

- Supervise and lead the team in the absence of the Store Manager, ensuring all staff are motivated and performing at their best.
- Communicate effectively with team members and customers to foster a positive shopping experience.
- Manage time efficiently to ensure all tasks are completed within designated timeframes.
- Assist in training new staff members on company policies, procedures, and best practices.
- Handle customer inquiries and resolve issues promptly while maintaining excellent phone etiquette.
- Monitor sales performance and implement strategies to achieve sales targets.
- Maintain an organised store environment, ensuring stock levels are adequate and displays are appealing.
- Conduct administrative tasks such as scheduling shifts, managing payroll records, and maintaining inventory logs.

Qualifications:

- Proven experience in retail management or a similar supervisory role is preferred.
- Strong leadership skills with the ability to inspire and motivate a team.
- Excellent communication skills, both verbal and written, with an emphasis on effective phone etiquette.
- Time management skills to prioritise tasks effectively in a fast-paced environment.
- Experience in selling products or services with a customer-centric approach.



- Multilingual abilities are advantageous for communicating with a diverse customer base.
- Familiarity with administrative duties related to retail management is beneficial.
- A commitment to providing exceptional customer service while supervising daily operations.

***Join us as a Relief Manager and play an integral role in delivering outstanding service while leading our team towards success!***

This is a relief manager role covering Worcester and Malvern Hills therefore a full clean driving licence and car access is essential.

Job Type: Full-time

Pay: From £23,569.00 per year

Benefits:

- Company pension
- Cycle to work scheme
- Employee discount
- Bupa health & wellbeing programme
- Sick pay
- Tickets for Good
- Blue Light Discount

Schedule:

Day shift

Monday to Friday

Weekend availability

Licence/Certification:

Driving Licence and car access (required)