

ORGANIC BEAUTY STORE MANAGER

This role is based at our Marylebone store overseeing and developing our instore team of green beauty experts.

As the Store Manager you will be responsible for a wide range of luxury skincare, makeup and beauty brands many of which are exclusive to Content. You will develop the instore team to ensure we deliver accurate brand knowledge and meet our loyal customers expectations for quality and skincare expertise, while maintaining exceptional instore merchandising to meet performance levels and sales targets.

Your role will involve managing the day-to-day running of the store and clinic supported by the team, as well as taking an active role in managing stock turnover and maintaining the company standard for friendly and personable service standards. As you will be working closely with the buying and marketing you will be instrumental in providing product insight and reporting on customer feedback.

Leading by example you ensure instore team with a clear vision of what it means to be Content and ensure the company ethos is reflected through all facets of the store and customer communications.

INDUSTRY REQUIREMENTS

First and foremost you will have store management experience within the wellbeing or beauty sector and be passionate about natural skincare and beauty. Your career will reflect a history of managing and training teams, increasing sales, controlling costs and stock, all with a view to increasing profits.

Commercially astute, you will be able to manage multiple brands at once and be able to deliver unbiased advice and treatment recommendations. With a creative, friendly and can-do attitude, the Content environment is ideal for people with ideas and a proactive approach to problem solving, teamwork, and delivering excellent customer service.

ABOUT CONTENT

Opened in 2008 as one of the world's first luxury organic beauty stores, Content has lead the trend in organic beauty by launching numerous, now cult brands, into the UK. With a unique client base of organic beauty fans, people converting to natural skincare due to illness or a lifestyle change, some of the best holistic practitioners and wellbeing experts, along with bloggers and magazine editors, the Content customer shops organic beauty as a key component of their lifestyle choice.

The Store Manager will have a broad understanding of the many facets of wellbeing from veganism through to raw food and complimentary therapies. They will have an understanding of why our customer chooses to shop organic and be able to marry conventional beauty advice and expectations with our natural and organic ethos.

All this supports the main purpose of the role, to endorse and proactively drive achievement of retail and KPI performance within the store and team in line with

agreed company expectations. To provide exceptional service to each and every customer, leading by example within the team and always keeping the customer at the heart of any retail or counter initiatives.

Responsibilities Include:

Store - 4 days per week.

- Working within the Company guidelines to achieve the Company financial targets.
- To manage the day to day operational and staffing requirements of the store including rota, security, monies, and personnel issues.
- To set customer services and sales objectives and ensure these are maintained and measured.
- To manage recruitment and induction of junior employees against Company and store criteria and manage performance, reviews.
- Restocking (transfers from warehouse to shop) and stock take accountability
- Management of boutique housekeeping and Visual Merchandising in line with Company guidelines
- Store maintenance.
- Oversee Clinic booking schedule and client liaise.
- Oversee Human Resources and Health & Safety procedures

Head Office - 1 day per week.

- Shop and staff administrative responsibility.
- Sales and analysis reporting - sales weekly and end of month product/brand analysis
- Implement Team development and coaching experiences to make the team the Green Beauty Experts of the UK
- Working with Marketing to ensure the shop team are aware of press features and celebrity endorsements to build knowledge and help sales.
- Work to implement schedule of events as appropriate to fit marketing calendar.
- Relay shop floor information and product feedback to Head Office to assist in create a strong singular voice that is cohesive across online and store

To apply please email info@beingcontent.com with the subject title CV Store Manager.