



JOB DESCRIPTION

Job Title: Retail Manager – Maison de Jersey
Reports to: Head of Sales

Introduction

Maison de Jersey is part of La Mare Wine Estate, Distillery and Cider Farm and there are two outlets based on the high street in St Helier and airside in Jersey airport. Maison de Jersey retail Jersey inspired products supplied by La Mare and other local Jersey producers and artists many of which are Genuine Jersey members.

The estate itself is a fascinating combination of history and tradition with historic buildings and beautiful gardens. There is also a retail outlet at the estate and a sister company in the central market.

1. Job Purpose

- 1.1 Deliver long term sales and profitability through effective management and customer service within retail. The aim of the Retail Manager is to deliver the best possible shopping experience for our customers, whilst promoting the Maison de Jersey E Commerce store.
- 1.2 Day to day management of the high street store

2. Responsibilities – Accountabilities

- 2.1 Develop attuned customer service standards along with the head of sales through strong rapport. Leading the rest of the retail team to empower them to focus on our customers and their needs.
- 2.2 Identifying customer needs and setting up methods to assess and improve customer service continuously.
- 2.3 Maintaining adequate stocks and remerchandising within the retail units.
- 2.4 Analyzing sales and money mapping.
- 2.5 Lead on ensuring a livestock system is kept up to date including the quarterly stock take.
- 2.6 Lead the processing of orders and updating of products for the new Ecommerce shop alongside the marketing team.



- 2.7 Management of the shop staff which includes rotas, training and internal communications.
- 2.8 Oversight of the other retail sites which should include holiday and sickness cover, troubleshooting and maintaining epos.
- 2.9 Maintain control of cash management.
- 2.10 Ensure a shop floor presence as the face of customer service. This will include professional and swift resolution to any customer complaint issues that arise.
- 2.11 Delivery of the customer experience, including promoting the brands, ensuring customer satisfaction and maximizing opportunities to involve the customer in the product experience.
- 2.12 Ensure staff adhere to the Health and Safety policy.

3. Skills – Knowledge – Experience

- 3.1 The ideal candidate will have proven management experience in a retail, tourism or a catering related environment.
- 3.2 Excellent interpersonal and influential skills combining diplomacy with the ability to manage and motivate staff and have excellent customer skills.
- 3.3 Drive and energy with the ability to lead a team.
- 3.4 Cross-functional working skills.
- 3.5 A creative and open-minded approach to problem solving.

Excellent organizational and communication skills are necessary to turn ideas into reality. Good people management and time management skills are a must together with the ability to communicate effectively at all levels both orally and in writing including the use of computers.

The hours of this role are a normal working week of five days (occasionally six if circumstances arise at short notice).