# **A person and person posing for a picture in a stadium Description automatically generated with low confidence**

**Store Manager**

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| **Reports to:** Operations Director | **Location:** London Heathrow Airport |
| **Salary:** £27,300 per year | **Business area:** Discover London |
| **Contract:** Full-Time (37.5 hrs) | **Start date:** March 2022 |
| **Job reference:** MGRLHR | **Bonus:** 15% of salary (paid annually on achievement of objectives) |

**Job purpose:**

This role is for a brand-new Discover store situated in the departure lounge of London Heathrow Airport; we currently looking for a passionate leader, with strong retail experience, to manage the store and team. The role requires proven leadership qualities to enable you to achieve the high standards of customer care and sales progression expected in our stores.

You will have a proven track record within a retail store environment, we would anticipate at least 3 years’ experience at a store manager level. You will be a natural coach and mentor and aim to motivate the sales team to achieve retail excellence. As the largest retail concession, you will nurture the relationship and work together with the team at London Heathrow Airport to help them achieve their business model.

**Key Responsibilities:**

* To achieve maximum profitability through stock management, merchandising and staffing
* Recruitment and development of employees
* Experience in planning, forecasting, sales reports, costs, and business performance, according to company requirements.
* Plan and implement advertising and promotional strategy and activities.
* Experience with managing cash and payment systems in accordance with company procedures and policies
* Promotional planning and organising
* Liaise with external agencies and authorities as necessary (advertising, PR, recruitment, training, fire services, police, local council, health, and safety inspectors, etc).
* Liaise with and utilise support from suppliers, merchandisers and other partners as required.
* Accountable for health and safety, security, and emergency systems, capabilities and staff and customer awareness, according to company policy and relevant law.
* Develop personal skills and capability through on-going training, as provided by the company or elsewhere subject to Company approval.
* Develop and maintain strong business relationships with local/international suppliers and the London Heathrow Airport Management team.

**Person specification:**

**Personality:** Self-driven, results-oriented with a positive outlook, and a clear focus on high quality and driving business profitability. A natural forward planner who critically assesses own performance. Mature, credible, and comfortable in dealing with senior executives. Is reliable, tolerant, determined and an empathic communicator. Is well-presented and business-like. Have a keen outlook for new adventures, experiences, responsibilities, and accountability.

**Personal situation:** Able to commute to airport base, and other airports when required. Able to work extended hours on occasion when required.

**Specific job skills:** Experienced in the retail Sector. Able to communicate via written/oral media. Understands the principles of marketing, advertising cost-effectiveness, including market sector targeting, product offer development, features-benefits-solutions selling, cost per response, cost per conversion, etc. Appreciates need for consistency within company's branding and marketing mix, especially PR and the Internet.

**Computer skills:** Must be adept in use of SAP and MS Office, particularly Excel and Word, and ideally Outlook or similar database to basic level, internet, and email.

**Literacy and numeracy:** Able to understand profit and loss calculations and basic business finance, e.g., gross margin percentages and calculations, depreciation, capital and revenue expenditure, cash-flow, overheads, etc.

**Business and selling skills**: Must be an excellent face-to-face communicator. Ideal background would be in travel retail; experience of an airport environment would be particularly helpful.

**Management ability:** Staff management is a large part of the job, responsibility and opportunity could grow with the development of the business, experience in recruiting and managing consultants/sales advisors. People-management skills, experience and natural ability will be essential. Responsible for leading a large team, section, or small departmental function, advises middle and senior managers on more complicated technical matters.

**Our company:**

Lagardère Travel Retail is a pioneering global leader in the travel retail industry currently operating over 4,600 stores across 35 countries. Since 2004 after the initial opening of its first duty free store in Belfast International Airport they rapidly expanded throughout the UK & Ireland and now operate 16 stores across 5 airports and 5 ferries.

Our Discover stores are focused on unique souvenirs and the local culture. The concept offers travellers an experiential playground, with a strong sense of place and a well thought customer shopping experience, where they can find authentic, high quality and affordable gifts and souvenirs.

From local fresh produce to Whittards of Chelsea, Sara Miller, and souvenirs, as part of the team you will be on hand to give the best of service with a knowledgeable, friendly attitude and best of all, represent everything that is great about London!!

A five-year working and personal reference, along with a Criminal Reference Check, will be required for this role as the store is airside in the departures lounge. This will be discussed in more detail at interview stage or please contact us if you have any questions regarding this.

To apply for this position please send a detailed cover letter stating why you are interested in the role and your CV to Michele Hunter on [HR@lagardere-tr.uk](mailto:HR@lagardere-tr.uk).

**Closing date for applications:** 31st January 2022