

Job Description

Ref. Job Description BM01

Job Title – Branch Manager

Responsible to: Managing Director

You are responsible for the general site management and the efficient & profitable operation of the garden centre, working closely with group buyers and directors.

General Responsibilities

You are responsible for implementing and ensuring the following management controls:

- Control of site & equipment maintenance to the highest standard.
- Compliance with health & hygiene, safety, legislative and company administrative regulations.
- Daily monitoring, control and implementation of Company procedures.
- Merchandising and presentation.
- Plant care and presentation.
- Short life product management.
- Returns and credits.
- EPOS sales analysis & implementation.
- Accurate pricing and Point of Sale material
- Achieving target gross margins and minimising wastage.
- Maximising credited income of damaged/returned goods and efficient sell-off thereafter.
- Stocktaking.
- Stock transfers.
- Loss prevention.
- Accurate cash handling, cash-out operation and stock reconciliations.
- Equipment maintenance.
- Deliveries and goods received in accordance with Company policy.
- Dealing with customer complaints and queries to ensure customer satisfaction at all times.
- Monitoring customer comments and identifying improvements to be made.
- Implementation of garden centre events. Guest charity collections and events in accordance with Company policy.

Staff management:

- Effective supervision of labour to ensure the highest standards of preparation and presentation.
- Organisation and control of labour in the most efficient and cost-effective manner within targets.
- Ensuring that staff are happy and motivated. Dealing with any personnel issues quickly and efficiently in association with the HR manager.
- Implementation of staff training to ensure the highest standards are maintained.
- Staff recruitment.
- Staff presentation and uniform compliance.

General:

- First aid duties as required.
- Any other duties as required, including cover for personnel in other departments.
- Alterations and additions to your responsibilities may occur from time to time.