

JOB TITLE	Supervisor – Bicester Village
TEAM	Sales
LINE MANAGER	Boutique Manager

We are dedicated to creating an open and inclusive working environment, and this starts with our recruitment practices. We try to ensure that everybody who is interested in joining our team has equal opportunity and ability to start that journey with us. We intend to have flexible and accessible hiring practices and will make every attempt to adapt to your needs throughout. We welcome any requests for adjustments in our processes.

## KEY PURPOSE OF THE ROLE

To ensure the smooth day-to-day running of the boutique, delivering the highest level of customer service and satisfaction, while aiming to ensure the sales budgets are achieved. The Sales Associate will support in seeking new clients and increase the customer database, through networking and boutique events. In addition to these responsibilities, the Sales Associate must exude a passion for Bremont and be always a true brand ambassador, but particularly at key events.

## KEY RESPONSIBILITIES

- Experience of supervising a team of sales associates, ensuring the store is meeting targets and delivering a best-in-class customer service.
  - Develop and maintain high-level customer experience in store and inspire your colleagues to also.
  - Support the store management to inspire and coach the team.
  - Lead by example to deliver excellence.
  - Consistently achieve and/or exceed monthly and quarterly budgets and targets.
  - Put forward marketing initiatives for the boutique to drive awareness, footfall, and sales to the Boutique Manager.
  - Demonstrate ability to proactively recruit new and develop existing clientele.
  - Cultivate and maintain good relationships with clients.
  - Provide customers with product knowledge and recommendations on which Bremont products best suit their needs.
  - Support in creating a high performing team.
  - Use all computer-related tools available to increase the efficiency of a sale.
  - Ensure compliance for GDPR Data protection requirements and adhere to maintaining confidentiality of sensitive information held.
  - Flexibility to work varied shifts including evenings and weekends. Provide support at other Boutiques when required.
  - Ensure events run smoothly by assisting with set up and take down, meet, and greet guests and find opportunity to connect with the object in building a client profile and sales.
  - Receive and distribute service/repair watches – liaise with Customer Service team to ensure customers are given great customer service and follow up throughout this process.
  - Take pride in the boutique with visual standards and ensuring the boutique is in perfect condition to match the quality of our product.
- Support other colleagues by working as part of a Bremont team.

## PERSON SPECIFICATION

- A hard working and reliable attitude
- Proven success of working in a fast-paced and changing environment, who delivers against objectives.
- Effective merchandising skills and attention to detail

# BREMONT

- Luxury retail experience
- Strong grasp of both mainstream and niche watch brands
- Independently motivated along with strong communication and interpersonal skills
- Excellent presentation and written skills
- Extensive IT skills, with experience in Microsoft Office including Word, Excel, and PowerPoint (minimum intermediate Excel)

*We welcome applications from candidates who do not 100% meet the role requirements.*

## COMPANY BENEFITS

- 20 days holiday entitlement from the off, increasing accordingly to length of service.
- Excellent length of service awards featuring the issuing of those Bremont timepieces we are all so proud to produce.
- Significant permanent employee discounts on Bremont Watches, with great 'family and friends' Sales.
- Unique retail discounts for many different brands, available both locally and online.
- Enhanced Maternity and Paternity leave.
- Wellbeing initiatives including counselling and 24/7 financial & legal advice.
- Strong support regarding time off for you partake in any commendable volunteer work.
- A day's holiday for you to celebrate your birthday!
- We're a sociable bunch and plan several social events throughout the year.
- Training programmes offered with a focus on career development within the company.
- A fantastic and enviable new facility in which to work.

## WORKING ENVIRONMENT

- Standard weekly working hours are 40.
- Shop opening hours are: Bicester - Monday – Saturday 9am-9pm & Sunday 10pm-7pm
- This role works autonomously, in line with assistant manager and boutique manager.
- National travel may be required.

## INTERVIEW PROCESS

### Stage 1

Interview with hiring manager onsite.

### Stage 2

Interview with hiring manager and senior manager via teams.

Smart dress for onsite interview

Please tell us if you require a practice interview or adjustments at any stage of the interview process.