

TOAST

KEYHOLDER (Part Time)

London, Shoreditch

Born in a Welsh barn in 1997, TOAST has grown from loungewear and nightwear to become a unique lifestyle brand, creating, and curating simple, functional, beautiful clothing, home ware and editorial.

TOAST is renowned for its thoughtful, contemporary design and commitment to traditional textiles and craftsmanship. The brand aspires to be *the* global lifestyle brand synonymous with Social Conscience.

TOAST has studios in both London and Swansea and is one of the very few UK clothing brands with its own pattern room.

TOAST celebrates a slower more thoughtful way of life in shops throughout the UK, concept stores around the world and online at www.toa.st

The emphasis within the TOAST workplace is on thoughtfulness, simplicity, creativity, and collaboration. We work hard to communicate intelligently with the wider world and strive against doing the obvious. We value serious thought in many broad fields – in art, literature, design, philosophy, travel, science as much as we do in fashion. Though our output may appear simple, it is always produced with great attention to detail.

As a strategic priority TOAST nurtures imaginative talent and change makers. As part of the TOAST team, you are a catalyst for the brand's successes. To realize our ambitions, we need you to share our interests and values, have an enthusiasm for TOAST itself as well as a deep knowledge and passion for your own specialist area.

In return for your dedication, TOAST will offer a supportive and stimulating working environment with flexible working hours and generous staff discounts. You will receive a comprehensive induction, including product and brand training, that helps to plant a deep understanding of TOAST that can be carried confidently through your work and into the outside world.

We are committed to equality of opportunity for all staff and applications from individuals are welcome regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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UPDATED –	20.03.24
REPORTS TO –	STORE MANAGER
LOCATION –	London, Shoreditch

ROLE OVERVIEW

As a Keyholder you will help and support the day-to-day performance of all aspects of store operations. You will be expected to use your initiative to support the delivery of the brand's performance and cultural expectations to fully maximise its sales potential / profitability and help ensure delivery of the brand's visual expectations and standards.

You will be an ambassador for the brand's culture both in your appearance and behaviour and will be expected to develop your team to the same standards.

ROLE IN DETAIL (Subject to change from time to time)

- Deliver Toast's Customer Service expectation both personally and through the team.
- You will be a Brand Ambassador, always representing Toast both visually and behaviourally.
- Support delivery of Toast's Brand Visual expectation using all information available.
- Contribute towards detailed feedback to key liaisons regarding stock performance.
- Support the store in achieving and delivering Management KPI targets.
- Support delivery of an excellent back of house operation and facilitates optimal trading results in a secure fashion.
- Support delivery of all necessary training and development to the team to ensure they have the capability to perform to expected levels.
- Seek development and training of own skills set to continually improve performance.
- Ensure a safe and healthy working environment for all the team with a focus on risk assessment and ensuring a high level of housekeeping.
- As Keyholder, you will be expected to open and close the store in a safe and secure manner as per the store's procedures.
- You will be expected to support Store in minimising stock loss either by theft or by administration using the store' guidelines.
- Any other duties deemed necessary for the role.

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PERSONAL QUALITIES

HONEST COMMUNICATION: straight talking, demonstrate humility and respect, challenge constructively, create transparency, acknowledge & resolve mistakes, maintain commitments and to be accountable

INTEGRITY: To be honest, with strong moral and ethical principles and values.

DRIVE: show relentless determination to drive delivery & excel

POSITIVE MINDSET: achieve results with a positive energy and can-do attitude, overcome challenges and Influence others positively

PRIORITISE QUALITY: less is more, an obsessive attention to the detail

SUPPORT: challenge and encourage colleagues, celebrate success and focus on positives

WE OFFER:

20 days annual leave plus bank holidays
A contributory Company pension scheme
Cycle to work scheme
Company discount
Uniform allowance
Employee Assistance Programme

If you would like to apply, please send a cover letter and CV to retailjobs@toa.st