

General Manager – Exeter

## **Job Title: General Manager**

### **Background:**

- **Sancho's is an award winning shop based in Exeter**
- **Our objective is to make ethical fashion accessible in every town in the UK**
- **We are an triple bottom line business, and as such we are motivated to both grow our business and also continually communicate our role in the industry.**

We are looking to fill a new important role in the business – someone who can lead the Exeter shop team and carry out the short term and long term strategic objectives of the business. As such we are hoping to discover someone whose plans, ethos, skill set and drive are in line with that of the business at the current time.

You will be responsible for managing and executing weekly sales + brand development activities for our award winning ethical clothing and lifestyle company. This will involve ensuring the sales and shop activities are helping the company achieve our business development goals. You will do this by managing a small team of sales staff capable and trained to carry out the day to day tasks that make our shop work so well.

There is a variety of roles you will need to carry out week by week and plenty of room for personal career development as a result. This job is ideal for someone who is keen to make a difference in the community , ambitious about their own potential and the potential of the business, who is comfortable taking lead of a team and who is passionate about sustainable living.

### **Job Overview**

**You will be responsible for achieving our strategic goals for Exeter, and in order to do so will lead in the following areas.**

- Sales leadership
- Customer care
- Order fulfilment
- Stock organisation
- Event + Project Coordination & Management
- Communications + merchandising in store (physical & non physical)
- Team wellbeing, training, motivation and effectiveness
- Day to day Operational Management
- Cash counting
- Exeter Based Brand Building
- Assessing success of strategies
- Buying + sourcing feedback
- Communicating effectively to directors

**Experience in leadership in Sales + Retail is preferred – but if you can demonstrate that you have the skills to carry out the above tasks successfully due to experience in other fields you are welcome to apply too.**

**Key Roles include:**

- Contribution to monthly sales strategy and coordinating asks for other sales employees
- Tracking performance of sales activities and utilising results to adjust activities to improve performance
- Ensuring sales is on brand and consistently executed
- Developing and executing creative growth strategies, such as: promotions, competitions, events, campaigns etc...
- An empathy led management of all team members
- Effective communication with management staff

**Required Skills/ Experience**

- Understanding of the role of a successful general manager is achieving business strategic goals.
- Organised and good coordination skills (project management experience is a plus)
- Confidence in Sales
- Data input storing and processing – using Excel
- Physical space + organisation management
- Reliability
- Personability
- Leadership
- Communication
- Ability to navigate and use social media coherently
- Passion for sustainable fashion & environmentalism
- Understanding of humanism & social entrepreneurship
- Working in teams and collaborating on projects
- Openness to learning new skills

**Desired Skills**

- **2 + leadership**
- Experience in the fashion or retail industry (fashion management roles are a plus)
- Experience with social media
- Experience with POS + inventory management systems
- Team management + leadership
- Understanding of the sustainable and ethical fashion industry
- Passion for organisation
- Passion for working in groups
- Passion for sales

**You will receive 3 weeks of training.**

**Hours and Wages**

- Wage will be set according to the experience and skill of the applicant – please enquire.
- This role is for Immediate start – but we are willing to wait 4 weeks for the right applicant.
- 5 days a week – Tuesday – Saturday.
- 1- year contract to begin with a 3-month provisional period.

**How to apply**

- Send us an email at [careers@sanchosshop.com](mailto:careers@sanchosshop.com) to let us know why you want to join the team and how your skills and experience will be relevant to the role.
- We are particularly interested in seeing the outcome of your work so please include relevant portfolios, case studies or examples.
- You may include a CV and application letter, please make sure all the information is relevant.
- Deadline for application is the 15<sup>th</sup> of April 2019
- Interviews will be held from the 10<sup>th</sup> of April 2019
- Unsuccessful applicants may not be contacted.