



ANYA HINDMARCH VILLAGE HALL SUPERVISOR – RETAIL WITH A TWIST!

An exciting opportunity has arisen for a Village Hall Supervisor at our concept store in London SW3. The Village Hall is one of our 6 stores on Pont Street with the highly acclaimed Anya Café located next door. It is an exciting and fast paced environment requiring a charismatic leader with a passion for retail and hospitality to ensure that every visitor to the Village Hall has an incredible customer experience.

Since launching in 2021 the Village Hall has been at the heart of our retail activity and part of a close community of neighbouring stores. It has hosted a fabulous collection of innovative concepts, collaborations and exhibitions including the highly acclaimed and popular Ice Cream Store, Santa's Grotto, AH x The Woman's Institute, The Dry Drinker, a hairdresser, the A Houndmarch butcher, a garden centre and most recently A Bull in a China Shop.

Reporting to the Head of Retail, you will have responsibility for ensuring that each concept store launches and run smoothly. You will manage the Village Hall retail team and work closely with the Head Office team to coordinate logistics for every new concept.

THE BRAND

Anya Hindmarch founded her business in London in 1987 and it has since grown into a global brand. Today, it is as known for its luxury, organisation-obsessed accessories as it is for its groundbreaking work in sustainability and its playful experiential retail concepts. Creativity, modern craftsmanship and personalisation sit at the heart of everything Anya Hindmarch does.

The brand is committed to creating responsibly, and constantly strives to innovate to reduce its impact on the earth, while also using its platform to drive education and discussion around sustainability. Testament to this are projects such as I Am A Plastic Bag, The Universal Bag - a unique collaboration with supermarkets to rethink the reusable shopping bag, and Return to Nature, a collection of bags which are intended to biodegrade and compost at the end of their useful life. The work around sustainability continues, paying heed to the mantra, 'progress, not perfection.'

SPECIFIC DUTIES

- Work closely with the Head Office VM, merchandising and communications teams to ensure each concept store is set up and run in the most efficient way that is always on brand.
- Ensure that the customer experience is exceptional, whether that be managing queues, ensuring any workshops or bookings run smoothly and to time with an efficient check in process.
- Brief the retail team on activation needs and ensure that these are maintained throughout the duration.
- Maintain in the VH an impeccable high level of product presentation through effective merchandising of the product range in accordance with the company merchandising policy and as directed by the RM and VM team.
- Support and manage the Village Hall retail team through daily morning meetings including target setting, performance and promotional feedback. Monitor and assess performance and provide help and training as required.
- Ensure the team are trained on till operations, complete and submit the cashing up and end of day processes required to successfully close the trading day.
- Manage deliveries, stock and transfers in and out dealing with any discrepancies. Restock the shop floor according to activation in readiness for trading. Communicate stock and consumables needs to HO for reordering in line with production and delivery lead times.
- Closely follow all Health and Safety regulations, to ensure a safe working and shopping environment for you colleagues and our customers



EQUAL OPPORTUNITIES

Anya Hindmarch is an equal opportunities employer and positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. If you need reasonable adjustments at any point in the application or interview process, please let us know.