

W N D E R L U S T L I F E

Job Title: Head of Retail and Customer Experience

Job Type: Full-Time

Location: Braunton, North Devon

Salary: Depending on experience

ABOUT US

Established in 2013, Wanderlust Life is a brand that creates meaningful jewellery made by hand, bringing a spirit of curiosity and courage to everyday life.

Within our small team, we design, produce and manufacture our jewellery collections. We are multi-channel; with an E-Commerce platform, a retail store in Braunton, North Devon and a wholesale network of 60 carefully curated stockists within the UK and Europe.

From the drawing board to the maker's bench to the shop floor, our team is driven to create and share meaningful jewellery designed with love in our Devon studio.

Above everything else, we value collaboration, authenticity, optimism, creativity, balance and simplicity.

Nature is our constant inspiration, so we're determined to develop practices that preserve and promote the environment. And because we design and make our jewellery to carry intention, meaning and spirit, the happiness and wellbeing of our producers and makers is intrinsic to our work and to our products. We are now on a mission to become B-Corp certified in 2024.

ABOUT THE ROLE

As an inspirational leader with strong commercial acumen, you will deliver the most memorable and engaging in-store experience, bringing Experiential Retail to life and delivering exceptional customer service to our online customers.

Championing our core values, you will play an integral part of the continued growth and expansion of the brand, whilst leading and developing your team, with growth always at the forefront.

Experiential Retail:

- o Lead by example on the shop floor, ensuring the team delivers exceptional customer experience.
- o Drive continuous elevation to our overall customer experience to ensure the customer is at the heart of all decisions.
- o Build brand loyalty by promoting our customer loyalty programme, hosting events, and engaging with your local community.
- o Collaborate with your leadership team to implement customer led strategies to maximise sales opportunities and meet targets.

Inspirational Leadership:

- o You will inspire, support and coach your team to truly flourish and grow in their roles.
- o A clear and confident communicator, you're comfortable with delivering feedback on the shop floor, observing & delivering in the moment.

Commercial Success:

- o Confident in driving a commercially strong store, you will lead the way in ensuring strong numbers are achieved through inventory management, VM, store layouts and experiential retail.
- o Ensure efficient and effective operational processes in your store to enhance productivity and customer satisfaction.
- o Have expert product knowledge to make recommendations to customers and offer the best styling advice.
- o Work with the marketing team to drive footfall, plan events and create elevated POS materials.
- o Work with the NPD and manufacturing team to give feedback and new product ideas based on customer feedback.

Operations Management:

- o Recruitment, management of probation reviews and annual appraisals for your team.
- o Rota planning, overtime, annual leave, sickness and payroll on an online platform.
- o Working closely with the Head of Finance on budget planning and sales targets.
- o Stock management on Shopify.
- o Attend and present at the monthly leadership team meetings.

Drive Sustainability & Positive Social & Environmental Impact:

- o Proactive commitment to continuously optimising your social and environmental impact from both large to small decisions, staying committed within your role to together growing a sustainable business.

DIRECT REPORTS

- Customer Experience Manager (F/T)
- 3 Customer Experience Coordinators (P/T)
- Shop and Studio Jewellery Maker (P/T)

SKILLS / EXPERIENCE REQUIRED

- 3 yrs + retail management experience. Experience of working in a jewellery store is desirable.
- Shopify experience is desirable.
- You have the ability to develop and mentor a high-performing team to create an environment focused on growth and development.
- Your positive energy is infectious and authentically inspires those around you.
- Strong leadership, communication, and interpersonal skills, with the ability to influence and collaborate with cross-functional teams and stakeholders at all levels.
- You're always looking for a better way to do things and are naturally curious in everything you do and every conversation you have.
- Flexibility to work extra hours during busy trading periods and occasional weekends to manage in-store events or pop-up events.

WHY JOIN WANDERLUST LIFE?

Wanderlust Life exists to pass on good energy. You'll be joining a team that:

- Is passionate about our mission and values.
- Is at an incredibly exciting stage of growth.
- Creates incredible customer experiences.
- Gives you the freedom to be fully empowered to flourish and be your best self.

BENEFITS

- Competitive salary
- 29 days holiday per year inc. bank holidays
- Team socials
- Annual jewellery allowance
- Staff discount - 40% on all jewellery, 30% on lifestore
- Excellent career opportunity in a creative and fast-growing company

HOW TO APPLY

- Please send a covering letter with your CV to jo@wanderlustlife.co.uk
- Application date closes 25th March 2023.

EQUAL EMPLOYMENT OPPORTUNITY

All qualified applicants will receive consideration for employment without discrimination on the basis of race, colour, religion, sex, sexual orientation, gender identity, national origin, disability, or any other factors.