



JOB DESCRIPTION

Job Title:	Notting Hill Store Manager
Reports to:	Retail & Trade Operations Manager
Sector:	Luxury Retail
Hours:	Sunday to Thursday 0930 to 1830 (Sunday hours 1030 to 1730)

Company Background

Graham & Green is a proudly independent, family-run homeware emporium. Our store in Notting Hill was the first of its kind, brimming with exotic homewares scoured from far-flung corners of the world. You'll find us in the very same spot today, alongside four additional stores across the UK. Our mission remains the same: to source the very best furniture, homeware and unique gifts that excite, inspire and bring joy.

What can you expect in return for working with us?

Graham and Green values our staff and invests in the development of our people. As a family business that has been established since 1974, we believe work should also be about happiness and fulfilment. If you are searching for a career that feels like being part of a family, this exciting opportunity is for you.

What we are looking for

- Are you a Manager with an inspirational leadership style, ready to coach a team and passionate about getting results?
- Do you have an eye for design and want to go to the next level in your retail career?

Job Purpose

The prime purpose of this role is to take full responsibility for the day-to-day running of our Elgin Crescent store, ensuring our loyal and long-standing local customers receive the highest levels of customer service at all times. This is a progressive opportunity for a sales and commercially driven candidate to build on their managerial experience.

Key accountabilities include developing profitable store performance by motivating staff and ensuring the store is visually merchandised to an excellent standard at all times.

Key Responsibilities

Inspiring and leading a pre-existing team of experienced furniture consultants to cultivate the right environment.

Proactively developing opportunities within the local area to maximise sales and increase profits.

A significant part of the role will be to drive new business and coordinate with the Marketing team for in-store events and promotions.

You will report to the Retail Trade & Operations Manager and assist them with rolling out sales and operations strategies.

Additional Responsibilities

Client relationship management, ensuring a premium high-end standard for welcoming and building lasting relationships with clients.

Managing sales quotes and follow-up procedures.

Updating the CRM & Till system with relevant client information and activities.

Managing the visual merchandising standards and window displays.

Resolving customer issues and complaints, finding the best solutions.

The ideal person will have

A holistic approach to motivating and leading others.

Experience with MS Dynamics & Nav systems. (or other furniture-related systems).

Experience working towards KPIs, goals and targets and achieving them.

Advanced communication skills, both written and verbal.

Minimum 2 years' experience of management and leadership experience.

Minimum 2 years' high-end customer service and luxury retail experience.

This is a summary of the core role - the Store Manager is expected to undertake additional ad-hoc duties when necessary to fulfil the needs of the business.

Benefits

- One guaranteed weekend day off per week
- Generous holiday allowance and birthday day off
- Discretionary bonus scheme
- Private Medical Scheme
- Bike2Work Scheme
- Generous company discount
- A small, friendly close-knit team
- Monthly Breakfast Scheme
- Goa Villa – reduced rates

If interested, please send your CV along with a covering letter to careers@grahamandgreen.co.uk.