



Shop Manager

We have an exciting opportunity for a Shop Manager to join our renowned printing site, Standfast & Barracks, based in Lancaster. As Shop Manager, you will oversee retail operations, including managing the physical store and the e-commerce platform with responsibility for driving sales, ensuring excellent customer service, and optimizing operational efficiency across all channels.

We're passionate about every aspect of fabric production; from conception and design, right through to manufacturing, taking pride in our ethos which combines the traditional with the innovative. Our heritage is quintessentially British, and we are proud to produce some of the finest quality prints for many design-led home furnishing and apparel brands.

Responsibilities

Retail Operations Management:

- Oversee the day-to-day operations of the physical store, including opening and closing procedures, staff scheduling, and inventory management
- Set up and manage the e-commerce platform, including product listings, order processing, and customer inquiries
- Ensure compliance with company policies and procedures, as well as health and safety regulations
- Monitor sales performance, analyse trends, and develop strategies to maximize revenue and profitability

Staff Management and Training:

- Recruit, train, and supervise retail staff, providing coaching and feedback to ensure elevated levels of performance and customer service
- Work with the People Team to develop and implement training programs to enhance staff knowledge and skills in areas such as product knowledge, sales techniques, and customer service
- Foster a positive work environment that encourages teamwork, communication, and professional development

Customer Service Excellence:

- Ensure that all customers receive exceptional service and have a positive shopping experience, both in-store and online
- Handle customer inquiries, complaints, and feedback in a timely and professional manner, striving to resolve issues to the customer's satisfaction
- Implement customer service initiatives to build customer loyalty and drive repeat business

Marketing and Promotion:



- Collaborate with the marketing team to develop and execute marketing and promotional campaigns to drive traffic to the store and e-commerce platform
- Utilize social media and other digital marketing channels to engage with customers and promote products and promotions
- Monitor the effectiveness of marketing efforts and adjust strategies as needed to achieve sales targets

Financial Management:

- Manage the store budget, including expenses, payroll, and operational costs, to ensure profitability and cost-effectiveness
- Monitor sales performance and financial metrics, such as gross margin and inventory turnover, and take appropriate actions to achieve financial targets

Inventory Control:

- Ensure accurate and efficient inventory management, including receiving, stocking, and maintaining inventory levels to meet customer demand
- Conduct regular inventory audits and reconcile discrepancies to minimize shrinkage and ensure accurate reporting

Skills & Experience

- Bachelor's degree in Business Administration, Marketing, Retail Management, or a related field
- Master's degree or relevant certifications are a plus
- Experience in retail management, with a proven track record of success in driving sales and managing multi-channel retail operations
- Strong leadership and management skills, with the ability to motivate and inspire a team to achieve results
- Excellent communication and interpersonal skills, with the ability to interact effectively with customers, staff, and stakeholders
- Proficiency in e-commerce platforms and digital marketing tools
- Knowledge of retail industry trends, customer behaviour, and competitive landscape
- Strong analytical and problem-solving abilities, with a focus on continuous improvement and innovation

To apply, please send your CV to jobs@sandersondesigngroup.com

About us

Sanderson Design Group is an international luxury interior furnishings company that designs, manufactures and markets wallpapers and fabrics together with a wide range of ancillary interior products.



In 2020, we brought our portfolio of brands home to Sanderson Design Group, evoking the combined longevity and prodigious creative history of our brands. Sanderson Design Group describes the ebullience of our past endeavours. It sketches the outline of our future. A collective of quintessentially British luxury interior brands and 2 manufacturing brands, at Sanderson Design Group we are Sanderson, Morris & Co., Zoffany, Harlequin, Clarke & Clarke, Scion, Anstey Wallpaper Company and Standfast & Barracks.

Our purpose is "To bring the Beautiful into People's Homes and Lives". This has defined and shaped our brands since our very earliest days. The oldest brand in our arsenal, from where we derive the namesake of our group, began life in 1860, as an importer of fine French wallpapers to London. Arthur Sanderson & Sons Ltd played a pivotal role in defining English interior decoration tastes and its early success led to displaying designs at London's finest showroom, at Berners Street. Around this time in 1924, Arthur Sanderson & Sons Ltd were awarded The Royal Warrant, becoming "purveyors of wallpaper and paint" to the court of George V.

We recognise that each one of our brands contributes a unique chapter to our story. It is why we represent the full spectrum of British interior design, catering from cutting-edge sleek modern styles, to the hearty warmth of traditional forms. Our decision to rebrand as Sanderson Design Group in 2020 is our way of paying homage to our rich history, as well as marking our path towards a new future. As custodians of over 160 years of design experience, we are proud to Bring the Beautiful into People's Homes and Lives. We are Sanderson Design Group.