Regional Manager

Retail

Role Purpose: Overall financial and operational responsibility for up to 20 Stores, including full line management responsibility for the Store Managers. With an existing portfolio of stores, and new ones opening all the time, the Regional Managers key focus is their people. By ensuring Toolstation is a great place to work, it will in-turn support the Regional Managers mission of making Toolstation a great place to buy. Responsible for energising and engaging experienced managers and identifying and ensuring we develop new Managers for the future. Our business is built on excellent customer experience. As a service champion within the industry we expect our Regional Managers to maintain and drive our service proposition and deliver incremental sales growth.

Function / Business Unit: Retail	**Location:** Field based
Reporting Line: Divisional Director	**Budget Responsibility:** Store AOP (Annual Operating Plan)
Team Management: Up to 25 Store Managers	

Key Accountabilities / Responsibilities:

- Lead, motivate and engage your team. Creating an environment where everyday engagement is key. Acting as an inspirational leader to encourage success.
- Obsessed about your people, you will ensure their talents are utilised to the best of their ability and that they see Toolstation as a place to build their career and a great place to work
- Give and receive regular feedback, creating a fun working environment and making your Region a great place to work
- Engage your team at all levels to create an environment where appropriate staff development takes place. Championing internal development programmes to support future business growth and succession.
- Investigate and analyse all data relating to LTO to continuously improve retention and development of existing teams and in-turn increase profitability
- Ensure effective management of underperforming colleagues within your Region as per the policy set out in the Employee Handbook and Policies and Procedures guide
- A genuine focus on what is right for our customers ensuring they are at the heart of everything your team does
- Reviewing customer experience results across your region, ensuring any areas of concern are promptly resolved
- Be proactive in planning for the growth of your region and the impact of LFL sales increase.
- Ensure all team members across your region receive an appraisal focused on their development in line with company expectations and timeframes and receive a tailored PDP to
- Effective management of store AOP and analysis of score cards to achieve optimum cost control
- Maintain consistency and compliance of all operating procedures in store, including health & safety, security, cash and stock integrity.
- Work collaboratively across own Region and wider business to share innovative ideas and best practice to improve footfall, sales and reduce controllable costs
- Work collaboratively with your covering Regional Manager, to ensure the smooth running of Regions in times of absence
- Ensure all stores are maintained and presented to a consistently high standard and to company expectation on the shop floor and in the warehouse.
- Make sure you and the team demonstrate high levels of professionalism in the way you look and act at all times
- Ensure accurate investigation and analysis of all stock activities and cash handling to identify and prevent any manipulation or loss to the company. Manage risks and effectively oversee stores/area profit & loss and shrinkage issues
- Ensure you display the highest levels of personal presentation at all times (including your company vehicle) and that the team are dressed in full Toolstation uniform and PPE at all times
- Ensure all colleagues provide Customer Service, Stock Availability and Store Standards in line with Toolstation expectations

Required Skills & Experience:

- Strong track record of multi-site retail management experience
- Leadership of multi-site staff including recruitment, development and performance management

ensure their engagement and retention in the business.
- Ensure your management teams are focused on recruiting and inducting in-line with company expectations, recruiting for the future and recruiting right first time
- Drive operational efficiency to deliver top line results and profitability for your Region through
- Prior experience of employment law
- Prior profit and loss accountability and budget management experience
- Proven process and systems changes and implementation
- Proven ability to effectively deal with demands of the role that vary day to day due to unforeseen pressure points
- Experience of stock management systems and auditing of company processes
- Knowledge of cash management processes
- Demonstrable experience of proactive diary management with the ability to be flexible in line with business needs
- Exposure to the Trade Industry is desirable
- Confident user of Microsoft Office applications particularly Word, Excel, Outlook
- A full and Valid UK Drivers Licence is essential for this role, as is the ability to work flexibly and away from home

Behaviours:

- **Planning and Organising** Understands own and business priorities. Plans effectively and monitors progress towards achievement of plans. Investigates possible challenges and develops solutions.
- **Customer Focus -** Proactively seeks customer feedback and uses this to shape strategy ensuring the customer remains at the heart of business decisions. Develops their team to deliver an environment which makes their store a great place to buy.
- **Commercial/Business Awareness -** Demonstrates a strong understanding of the business and uses knowledge to identify opportunities to increase sales. Keeps up to date with competitor activity and wider market trends.
- **Drive and Motivation -** Creates an environment where teams are encouraged to achieve results and exceed goals. Always ensures results are driven by the Toolstation proposition. Anticipates obstacles and is prepared with solutions so as not to slow down in achieving the agreed goals.
- **Decision Making -** Balances analysis, wisdom, experience and perspective when making decisions. Balances risk and opportunity equally. Thinks clearly and strategically under pressure. Quickly sizes up multiple situations and complex problems and makes excellent, timely decisions
- Evidence of driving sales and footfall in a retail environment
- Evidence of understanding and implementation of customer experience programmes, resulting in improved customer service levels

- **Drive for results and efficiency –** Effectively implements initiatives to achieve operational efficiency. Creates an environment in which all systems and processes are delivered by the team to support high levels of efficiency.
- **People management -** Coordinates work to maximise individual strengths and addresses areas for development. Optimises diversity among team members to build strong teams with complementary strengths. Coaches, challenges and provides opportunities for growth. Proactively plans for recruitment and development of own team. Encourages an environment of openness, trust positivity and engagement.
- **Resilience -** Has relentless determination to achieve results whatever the challenges and the ability to coach their teams to help them work successfully and deliver in challenging situations. Takes responsibility, shows resilience, learns from mistakes and provides clarity for others
- **Developing others -** Follows progress and provides longer-term training: Gives constructive feedback that focuses on problems and behaviours rather than personalities. Reassures others after a setback and gives personalised suggestions for improvement.