

Job Title:	Showroom Manager
Reports To:	Area Manager
Date:	December 2024
Role Overview:	
To be responsible for the delivery of exceptional operational and commercial standards in their showroom resulting in the achievement of sales targets, compliance, and the reduction of loss. This will be achieved by providing excellent customer service and effective leadership of the showroom team through the creation of an environment where colleagues are coached and developed to be their best.	
Main Duties & Responsibilities:	
• Maximise profit and meet sales targets by setting and monitoring KPIs and objectives for the showroom team. • Ensure all customers are welcomed and greeted by the showroom team and their requirements are identified, and recommendations provided by offering an exceptional customer journey. • Maximise salesfloor and telephone sales through the monitoring of the up-selling and cross-selling techniques of colleagues. • Use customer feedback and sales reports to manage and assist the team to make commercial decisions when selling, considering best and slow-selling products, stock availability and instore product positioning. • Demonstrate products to showcase their features and benefits ensuring customers are well informed when purchasing products. • Develop own and team's ongoing awareness of industry activity and local market conditions. • Plan and produce staff rotas ensuring maximum productivity, exceptional customer service and wage cost efficiency is maintained. • Manage and work within showroom procedures ensuring all company policies are adhered to. • Manage the showroom salesfloor and off-salesfloor checklist process effectively ensuring showroom standards always meet the set standards criteria. • Ensure product layouts, merchandising guidelines and promotions are executed accurately and in a timely manner. • Ensure relevant POS and lifestyle graphics are utilised correctly and instructions are followed.	
People & Communication:	
• Engage and participate in the performance management review process to ensure effective and ongoing improved performance is achieved. • Seek opportunities for self in ongoing personal development and actively engage with company training opportunities.	

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Systems & Procedures:
Ensure all company procedures and systems relating to training and development are followed.
Health & Safety/ Equality & Diversity
- Follow all processes and procedures outlined in the Health & Safety Policy ensuring the health and safety of self, customers and colleagues. - Practice and promote CareCo's Equality, Diversity & Inclusion Policy.
Data Management:
Oversee the compliance of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 to ensure data security is maintained.
Other:
To carry out other duties within the scope of the role or that are commensurate with the level of the position.
CareCo's Values:
We embrace the adventure – Resilience, inquisitiveness, innovation and industry We raise the bar – Always striving to improve. We lend a hand - Be generous, especially with your time and expertise, and be willing to help. We lead with heart – Putting care and authenticity into everything we do.

Post Holder:	
Print:	
Signed:	
Date:	