

Store Operations Manager and Assistant Manager

Location: Space Store Oxford (Covered Market) and Space Store Didcot (Orchard Centre)

Responsible to: Managing Director

Working Hours: 15 – 37.5 hours weekly. Working hours to be agreed.

Contract: Permanent

Salary: Dependent on experience.

Holiday: 28 days per annum, including statutory holidays.

Equal Opportunities: Space Store strives to be an equal opportunities employer and commitment to this process will be expected

About Us

Space Store has been created to INSPIRE, INFORM, and INVOLVE people with space. Because most people would love to experience space, our company aims to bring space to Earth through an experiential retail store and café dedicated to bringing space to everyone, everywhere, every day.

The Role

Reporting to the Managing Director, the Store Operations Manager and/or Assistant Manager will support the execution of Space Store retail, experience, and café operations. The role would suit someone who has an interest within the space, retail, experience, and food and beverage fields. The role involves energising and leading a team to plan and execute instantiations of the Space Store at both the Space Store Oxford (Covered Market), Space Store Didcot (Orchard Centre), and other pop-up locations. The ideal candidate will be highly organised and a 'people person' with a 'can do' attitude, creative, decision making and highly organised.

Main Responsibilities and Activities

The successful candidate will:

- Assist in operating the Space Store by providing leadership in the sales of merchandise, experiences, and food & beverage services.

- Ensure that financial targets and all Sector and Brand standards are achieved in all areas
- Ensure all unit employees consistently demonstrate customer care, selling techniques, merchandising skills and a knowledge of current promotions.
- Strive in the achievement of total customer satisfaction.
- Ensure that every customer is given polite, friendly and personal service.
- Strive for nil customer complaints and turn negative customer experiences into positive ones.
- Ensure a good working relationship is maintained with landlord and other site lease holders.
- Assist in leading the store assistant team by communicating and motivating individuals effectively
- Support the recruitment, induction, training and developing all employees within the store assistant team
- Ensure that all unit staff receive Hygiene, Health and Safety and Fire training
- Take ownership for sales revenue for the Unit(s) under your management and achieve targets.
- Demonstrate excellent control of all operating costs in line with laid down targets.
- Support the development of the staff foster effectively to maximise sales opportunities and control salaries and wages.
- Investigate revenue short falls and costs over spends and take necessary action.
- Optimise the profitability and the efficiency of the Unit.
- Report on budget/target variances for the Unit.
- Support graphic design for point of sale, front of house, posters, and social media.

About You

- Loves Space and loves communicating about the wonders of space to audiences in a compelling and understandable way.
- Good organisational, time-management and planning skills with the ability to multi-task, work under pressure and use own initiative.
- Ability to exercise effective judgement, discretion, sensitivity, creativity to changing needs and situations.
- A team player with the ability to work with customers and suppliers
- Self-motivated with a high energy level.
- 3+ years' experience as supervisor in retail and food & beverage industries
- Enjoys “selling” without “selling”
- Basic knowledge using Adobe Creative Cloud suite

Apply

If you are up for the challenge, please submit your CV by email to the Managing Director, Stephen Ringler, Stephen.Ringler@spacestore.co and CC Zephie Isais at admin@spacestore.co