

***“You’ll never look back. You meet so many good people.”***

If you would like to be a **Shop Manager with responsibility for Customer Experience and Team Enhancement**, then James Whelan Butchers would love to welcome you to our table.

We produce wonderful meat but our real business lies in people – the people we serve and the great people who work with us.

If you believe in providing a unique experience for every customer through building a united and dedicated team, then this could be a meaningful place to transform your career.

**We have Faith in Food. We have Faith in You.**

Right now, we are looking a person who demonstrates a real passion for retail with the flexibility to handle the details of daily operations, alongside more complex, systems-based protocols that demand strict adherence to regulation.

As our Brand Ambassador, you will lead out consumer experiences and manage the workflow and sense of community within your team. You will also ensure that the James Whelan Butchers brand values of quality and service are understood and transmitted by everyone in the store, from Food Creators to Master Butchers. Bringing out the good-nature in your team so that the customers feel that their needs are at the heart of every interaction.

***“If you want to progress, you’ll be noticed.”***

***What we’d love to see:***

- A minimum of 5 years’ experience managing teams of 10, or more
- Confident leader who can motivate and challenge others to deliver excellence
- Strong commercial acumen
- Proven track record in driving operational standards across the shop
- Previous experience of rota planning and yearly projected requirements of same
- Possess an excellent track record of Team Building and Leadership

- Ability to make independent decisions in a busy environment where the customer is at the heart of every decision
- Experience of working with Planograms, in both understanding and creating
- Excellent communication, interpersonal, and leadership skills with the ability to communicate effectively across all departments
- Champion our company culture and values as an Ambassador of the company
- Serve as a conduit of communication between team members and senior management
- Implement established business strategy, assigning roles and tasks to dedicated team members based on strengths and abilities
- Monitor and manage business operational plan including stock management, budgets and profit and loss
- Ensure compliance with Health & Safety and legal policies and procedures including HACCP protocols

### **Daily and Monthly Responsibilities**

- Act as a Brand ambassador for James Whelan Butchers and conduct themselves accordingly
- Exemplify the cores values of our company in every interaction
- Lead by example in every action within the role
- Be responsible for the timely opening and closing of the shop
- Direct work of employees to meet quality and on-time delivery requirements; address current challenges and communicate to appropriate leadership
- Manage workflow and ensure team members fully comprehend responsibilities of delegated tasks
- Monitor team performance and provide performance evaluations, constructive feedback, mentorship, and discipline if ultimately required
- Receive and track customer feedbacks and resolve problems as they arise
- Maintain timekeeping and personnel records
- Prompt and accurate book-keeping for the shop
- Rostering for the shop when required
- Accurate ordering for the shop for all categories

### ***Attractive Additional Benefits:***

- Individual Privilege Discount Scheme
- Pension with generous employer contribution after a qualifying period
- Employee assistance program
- Driving Test incentive
- Uniforms Provided
- Long Term Development

**Immediate positions available nationwide**