



We are currently recruiting for a **Store Manager** for our Walsall store!

Working Hours: 40 hours per week
Location: Pets & Friends, Walsall
Reports to: Area Manager

Are you excited by the opportunity to make a real impact and help a store reach its full potential? Do you have a passion for leading teams and inspiring them to achieve their best? If so, we are looking for you!

Pets & Friends has recently become part of Pet Store Retailing, a well-established, family-run business with a proven track record of enhancing pet retail stores across the UK.

This partnership brings exciting opportunities for growth and improvement, strengthening our commitment to delivering outstanding service, quality products and a welcoming environment for pets and their owners!

Key Responsibilities:

- **Store Operations:** Oversee the daily operations of our Walsall store, ensuring excellence in customer service, product presentation, and stock management.
- **Sales & Profitability:** Develop and execute strategies to meet and exceed sales targets, boosting store profitability.
- **Team Development:** Lead and support the store team, providing training and guidance to maintain high standards of customer care, product knowledge, and store presentation.
- **Stock Management:** Monitor and maintain optimal stock levels.
- **Policy Compliance:** Ensure adherence to company policies, including cash handling, health and safety, and security.
- **Customer Relations:** Address and resolve customer issues promptly and professionally.
- **Promotional Activity:** Collaborate with our marketing team to plan and execute store-level promotions to drive sales.
- **Cross-Functional Engagement:** Work closely with the Head Office team to ensure smooth operations and alignment with company goals.
- **People Processes:** Oversee key HR functions such as probation, attendance, and holiday management to support your team's wellbeing and performance.

Required Skills and Experience:

- **Retail Management:** Previous experience in retail management, ideally within the pet industry.
- **Sales and P&L focus** - a strong understanding of sales targets and understanding of profit and loss sheets.
- **Organisational & Time Management:** Strong organisational skills with the ability to prioritise effectively and meet deadlines.
- **Leadership:** Proven leadership skills with experience managing and motivating a team.

Benefits:

- Colleague Discount
- Long service voucher and certificate rewards
- Pet bereavement leave



- A day off for your birthday
- Employee Assistance Programme
- Pennies for Thought ideas scheme
- Discretionary performance-related bonus scheme
- Travel loan scheme
- Free mortgage advice
- Fizz benefits, providing access to cashback on high street retailers

If you're ready to take the lead at our Walsall store and have a passion for pets and retail, we'd love to hear from you!