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United Kingdom



## PR/117956 | Retail Duty Manager

### Job Information

**Recruiter**[JAC Recruitment UK](#)**Job ID**

1541576

**Industry**

Retail

**Job Type**

Permanent Full-time

**Location**

United Kingdom

**Salary**

Negotiable, based on experience

**Refreshed**

June 17th, 2025 17:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

**Position: Retail Duty Manager****Salary: GBP 32K - 34K****Location: London****Hours: Full time, with occasional out-of-hours requirement****PURPOSE OF THE ROLE**

Retail Duty Managers are the operational managers for the Retail Shop and online Shop.

As a Retail Duty Manager you will have the responsibility to ensure the Retail Experience team provide exceptional standards of customer experience.

**KEY DUTIES**

Retail Experience

- Manage and motivate the REA team to ensure a focus on customer service and selling to achieve targets
- Lead by example, ensuring the Values of the company are embedded and upheld within REA team
- Stay up to date about product lines and ensure REA team members undertake product training.
- Stay up to date with and ensure REA team promotes all the shop facilities, exhibitions and events
- Lead in driving sales and providing feedback to REA team to improve productivity, customer service
- Maintain a Japanese aesthetic and refined shopping environment, ensuring excellent execution and maintenance

of retail displays across The Shop and assist with setting up visual displays in Shop, booths and windows.

#### Shop and Online Shop Operations

- Carry out daily operational checklists to ensure efficient and safely operation of retail environment and team
- Ensure products are replenished and well-presented across retail spaces
- Plan and provide a daily schedule to ensure appropriate staffing levels throughout the day.
- Provide the REA team with a morning briefing and handover briefing at the beginning and end of both shifts
- Handle on-site and online customer inquiries, complaints, refunds, and exchanges.
- Support the operational implementation of any Shop promotions or experiences on the Shop floor.
- Liaise with the cleaning and maintenance teams to ensure all retail areas are pristinely presented at all times

#### Team Management

- Provide daily supervision of REA team to ensure operational requirements are met
- Train the REA team on the operational functionality of retail systems
- Train the REA team on retail operational processes ensuring these processes are followed at all times
- Line manage members of the REA team including 1 to 1s, reviews, disciplinarys and holiday requests

### QUALIFICATIONS & EXPERIENCE

#### Essential

- Over 3 years' experience in retail management (in high-end retail) including team management experience
- Bachelor's degree or equivalent
- Experience of working in a managerial or duty manager role in a high-end retail sales focussed brand setting
- Experience in and ability to lead and motivate a FOH team
- Excellent interpersonal skills and lead by example to ensure a welcoming customer experience
- Know how to resolve incidents and resolve customer complaints to a satisfactory outcome
- A sensitivity to and understanding of Japan and Japanese cultures
- Proficiency in using EPOS and other retail related systems
- Good level of proficiency of all MS Office suite systems
- Exceptional attention to detail and focus
- Effective collaborator, able to work with colleagues across the organisation
- Ability to create a climate where professional learning and personal growth are actively encouraged and valued
- Excellent written and spoken English, proficient to high business language standard
- Exceptional standard of customer service through well-established and effective communication skills
- Ability to multi-task and prioritize work, whilst paying attention to detail
- Strong organizational, planning, and problem-solving skills and excellent time management skills.

#### Desirable

- Other relevant training, licences and certification are advantageous including First Aid, Food Hygiene, Health & Safety and Fire warden training beneficial
- Experience of visual merchandising advantageous
- Other language skills, including Japanese, would be advantageous

### BENEFITS

- Generous holiday allowance – up to 36 days per year inclusive of public and bank holidays
- Group life insurance scheme
- Remote GP service including access to physiotherapy, mental health support and wellbeing advice
- Cycle to work scheme
- Employee discount for Shop

\*Candidate must have right to work in UK as the company does not provide the visa sponsorship.

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### Company Description