



## Job description: Section Manager

Opportunities across Food, Clothing & Home, Hospitality and Finance

£23,000 - £32,000 inside London and £21,275 to £30,000 outside London. Salary dependent on location and experience. 20% discount + bonus + alternate weekend working.

Join us as Section Manager in this high-profile, demanding role – not least because where we lead, others follow. Innovative products, a passion for quality and a total commitment to great customer service are all hallmarks of our business. You'll ensure these are deeply ingrained in your team and store.

You'll make sure customers find what they want, when they want it. This means managing colleagues, costs and standards to keep your section running smoothly and profitably, as well as ensuring shelves are clean and fully stocked throughout the day.

At the same time, you'll keep your team well-informed – setting targets, updating them on promotions and managing performance to support career development. Most of all, you'll motivate them to give customers the friendly, helpful and knowledgeable service M&S is renowned for. Not only by being a role model on the shop floor, but also by recognising the great service they give and celebrating success.

### Accountabilities:

**For our customers:** Achieve store targets · Making Every Moment Special for our customers · Lead your team to deliver a consistent approach to store presentation · Deliver great product availability for our customers through accurate stock management · Actively encourage Plan A participation by building community partnerships · Share success across the region and division · Drive Sparks card conversion by keeping team and customers up to date with all offers and activity.

**For your team:** Coach and empower your team to improve their performance · Lead and deliver a consistent personal development process for all direct reports · Deliver a robust absence management process · Work to establish a store-wide talent pipeline and succession plan · Create a flexible workforce · Share success across the region and division.

**For trading:** Deliver the store operations plan · Drive sales, average basket and conversion · Drive Click and Collect customer experience and grow performance · Upskilling of store colleagues · Right first-time implementation to deliver commercial events · Selling and Visual Merchandising partnership.

**For operations:** Deliver operational targets for costs, stock control, shrinkage, labour spend, and trading legally and safely · Review Backstage Management Standards in conjunction with customerfacing sales floor standards · Cost management – waste recovery and stock loss focus · Compliance and process accuracy.

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