

## Bobby's Beauty – Bobby's of Bournemouth Limited

### Role Summary

Your role is to lead the Bobby's Beauty team in an exciting new beauty hall venture at the Iconic Bobby's building in Bournemouth town centre. Fundamentally, you will drive sales and profit through effective leadership of your sales team and collaboratively work alongside representatives from the established beauty brands. The effective operation of the business will also be your priority and will require you to support the General Management and Merchandiser manage the stock flow cycle. You will also demonstrate and embody the values and vision of Bobby's of Bournemouth.

### Bobby's

Bobby's is the affectionate local name for the Bobby & Co Department store established in 1915. The iconic and historic building that occupies a prominent location in Bournemouth town centre is undergoing a project of rejuvenation under the nostalgic name of Bobby's. The vision is to create a new experiential shopping destination lead by beauty, health, food and beverage, and wellbeing focused businesses. This is the future of bricks and mortar retail, and the Bobby's Beauty Hall will be one of the first elements to open in Summer 2021.

### What You Can Expect

With an extensive range of products from acclaimed international cosmetic houses to local sustainable beauty brands you will need to be an all-round beauty expert who can upskill your sales team with a knowledge base across fragrances, skin care, and make-up. You will need to lead from the front and show case service excellence whilst remaining aware of the shop floor to ensure operation and service complement each other effectively. Ensure work is delegated to the team effectively to allow yourself time to plan staff schedules, events, and have one-on-one time with your team for coaching, feedback, and reviews. You will be passionate about diving deep into the detail of your business, taking time to analyse sales and key performance indicators. Communicating this information to your team will be crucial and needs to drive your plans and solutions to improving results and motivating the team. Customer resolution will also be your responsibility and issues will be resolved according to business policy and within the Bobby's service expectations. You will report to the General Management team around operational concerns and ordering whilst working closely with the Merchandiser to stringently manage stock controls, stock loss and stock file accuracy. You will work flexibly alongside the Bobby's Beauty team to support on key trading hours and events e.g. Christmas/holidays/evenings/weekends.

### You Will Have

- Beauty product expertise with a background in the beauty industry
- Retail leadership experience with working knowledge of shop operation processes
- Skilled in analysing business data to drive effective commercial decisions
- Ability to demonstrate success in building effective relationships with your team that drives results
- Embraces change, takes initiative and solve problems in a timely manner
- Takes accountability for achieving performance targets and growth of the business
- Highly organised and ability to demonstrate outstanding communications & operational skills
- Being a Bobby's brand ambassador who values honesty, integrity, and can contribute to the growth of the brand

### Business Format

- **Salary:** Competitive hourly rate
- **Contract Type:** Permanent
- **Shift Patterns:** Flexible, please provide your flexibility with your application
- **Hours:** Full time – 35 hours per week, please provide your availability with your application