

ORLEBAR BROWN

JOB DESCRIPTION

JOB TITLE: Store Supervisor
DEPARTMENT: Retail
REPORTING TO: Store Manager
LOCATION: Bicester Village
SALARY: Competitive

COMPANY PROFILE

Orlebar Brown launched in March 2007 as a more tailored approach to men's beach and swim shorts. Based on the traditional pattern of a tailored pair of trousers for men, and with their distinctive side fasteners, they are not just a swim short; they are the original and best shorts you can swim in.

In 2010 we took Orlebar Brown off the beach, out of the pool and into the resort with a range of tees, polos and shirts, and have since then developed the product into a full lifestyle offer including shorts, trousers, sweats, outerwear, knitwear, footwear and accessories.

The brand has rapidly gained global recognition and is sold through multiple channels. Web is the largest channel, delivering to customers globally through www.orablebarbrown.com. The first Orlebar Brown store opened in London in 2011, and there are now seven stores in the UK and six stores in the US, alongside stores managed by franchisees in Australia, France, Dubai, Greece and Kuwait. The brand is sold in the world's best Menswear retailers including Selfridges, Harrods, Mr Porter, Le Bon Marche, Saks 5th Avenue and Holt Renfrew amongst others, as well as through key trend and regional independent menswear stores.

In 2018 Orlebar Brown was acquired by Chanel, with a plan to continue the brand's growth and development internationally and across channels.

We are looking for another strong team player to join us on our journey in establishing Orlebar Brown as the luxury choice lifestyle brand for holiday clothes to wear every day.

THE POSITION

As a Supervisor of one of our stores you will be accountable, together with the Store Manager and Deputy Manager, for managing the day to day running of the stores to ensure profitability and productivity goals are hit.

KEY RESPONSIBILITIES

- To lead on Sales and Service culture in store by achieving personal and store targets in terms of store conversion, team and personal UPT, ATV, Data Capture, Personal Sales.
- To provide excellent levels of customer service and surpassing customers' expectations at every opportunity. To identify customer needs and answer all product-related questions. Be able to respond to queries regarding price, location, features, benefits and use of Orlebar Brown products.

- Responsible, and leading by example for the store having the highest levels of standards around presentation, cleanliness and staff appearance.
- Attending regular training sessions on seasonal product launches and Service Standards to ensure knowledge is up to date and the delivery of world class service.
- Maintaining Orlebar Brown Model Store VM standards.
- Must ensure all measures are being taken around loss prevention to protect profit and stock.
- Support the Store Manager in implementation and development of CRM & Clientelling initiatives to strengthen clientele network for the store.
- Display strong leadership skills by leading by example. Consistently show a positive attitude & take responsibility for own actions.
- Completing Daily Brief & EOD reporting. Completing and submitting all necessary paperwork and reports for Orlebar Brown Head Office when required.

REQUIRED QUALIFICATIONS

- Demonstrated experience of management in a premium or luxury brand environment
- Willing to adapt and take on new challenges
- Depth of understanding around KPI's and impact on store performance
- Always presents a professional image
- Successfully able to handle multiple demands and competing priorities
- Excellent communication skills – both verbal and written.
- A real attention to maintaining high standards in store environment and a keen eye for detail

WHAT WE OFFER

- Join a diverse working environment of people who we learn from every day.
- The chance to train and develop your skills in a fun and fast working environment
- Competitive benefits package – 33 days holiday for full time employees, prorated at same rate for part timers, great discount on our products, company pension, cycle to work scheme and quarterly social events with the company.

It's never just a job at Orlebar Brown. It's a way of life. We live and breathe our brand values – Tailored, Vibrant and Brave. Our team define who we are and how we get the job done.

To apply, please contact jobs@orlebarbrown.com with copy of your CV and a friendly introduction.

Direct applications only. Recruitment agencies – thanks for reading, but we've got this one covered!