



Job Title: Retail Manager

Location: St Andrews Lakes, Quarry Grove, Halling, Kent, ME2 1BA

Job Type: Full-Time

Salary: £27,000 per annum

Job Overview:

St Andrews Lakes is looking for a hands-on **Retail Manager** to run our on-site retail store, catering to watersports, swimming and outdoor leisure visitors. This role involves both working in the shop themselves and managing the staffing to ensure smooth daily operations.

The ideal candidate will be highly motivated, customer-focused, and capable of handling both front-line retail duties and managerial responsibilities.

Key Responsibilities:

Retail Operations & Customer Service:

- Work in the shop daily, serving customers, handling transactions, and ensuring a smooth shopping experience.
- Provide advice on watersports and leisure products (training provided)
- Maintain a visually appealing and well-organised store with effective merchandising.
- Handle customer inquiries, complaints, and feedback in a professional manner.

Staffing & Team Management:

- Recruit, train, and supervise retail staff as needed.
- Create and manage staff rotas, ensuring adequate coverage during peak and off-peak times.
- Lead by example, motivating the team to deliver excellent service and meet sales targets.

Sales & Inventory Management:

- Drive sales through excellent product knowledge and upselling techniques
- Monitor and manage stock levels, placing timely orders to prevent shortages
- Conduct regular stock checks to ensure accuracy and minimise loss.
- Work closely with suppliers to negotiate pricing and product availability

Key Skills & Requirements:

- Previous experience in retail is essential
- Excellent customer service and communication abilities
- Sales-driven mindset with a focus on meeting and exceeding targets
- Proficiency in stock control and POS systems
- Basic knowledge of watersports and leisure equipment is desirable but not essential
- Flexible approach to work, including weekends and peak holiday periods

Benefits:

- A fun and vibrant working environment within a thriving watersports and leisure venue
- Free use of facilities for you
- Staff discounts for friends and family on activities and retail products
- Free onsite parking
- Overtime available
- Private pension scheme
- Staff discounts for friends and family on activities and retail products
- Opportunities for growth within the business

If you thrive in a hands-on retail role and would enjoy managing a shop in a fun and active environment, we'd love to hear from you! Apply today by sending your CV and cover letter to jobs@standrewslakes.co.uk