

Job Description

Job Information	
Job Title	Regional Sales & Operations Manager - Showrooms
Business	Buildbase
Reports to	National Sales & Operations Manager - Showrooms

Job Summary

This role will drive our strategy to maximise the sales and margin contributions to Buildbase within a defined region.
 To meet and exceed our customers’ expectations through the provision of world class customer service.

- Typical Tasks & Activities**
- General Accountabilities**
- Be an expert in Kitchen & Bathroom Showroom sales management.
 - Focus on delivering against a set of Key Performance Indicators (incl. sales and margin).
 - Responsible and accountable for the showroom performance across Buildbase, within a designated region.
 - Responsible for preferred supplier display compliance.
 - Responsible for managing display change process within budget.
 - Adheres to the Strategic Operation plan for showrooms.
- Sales Performance**
- Analyse and create plans around sales and margin opportunities.
 - Responsible for sales and margin development within the region.
 - Take responsibility for a group of customers.
- Branch Improvements**
- Manage the change process within budget.
 - Improve physical showroom standards.
 - Ensure display changes are implemented.
 - Ensure compliance to all new marketing and merchandising principles.
- Recruitment**
- Support the showroom team where necessary on recruitment related activity.
- Training**
- Support all members of the showroom team to deliver training on product knowledge, general staff training and excellent customer service.

Influence and Support our Senior Management Team

- Attend quarterly review meetings with Regional Managers / Regional Directors.
- Undertake regular showroom visits.
- When appropriate, attend regional meetings.
- Provide analysis on showroom performance data.

Delivering Results

- Taking responsibility for results: Making things happen, going the extra mile to drive performance and standards.
- Keeping on top of things: Planning ahead and monitoring results to identify what needs to do change.

Skills & Experience

Essential:

- Strong influencing skills up to Director level.
- Multi-site management experience.
- Excellent prioritisation and time management skills.
- Ability to develop plans.
- Strong decision-making skills.
- Proven analytical and problem-solving skills.
- Ability to coach, train and motivate.
- Comfortable with working with varied in-house systems.
- Ability to manage people without direct line management.
- A self-motivated team player.
- Can demonstrate effective leadership skills.
- Be able to work on additional related projects.

Desirable:

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Our Winning Ways

Know Your Stuff

- Be the best at what you do and understand your customer

Don't Walk Past a Problem

- Make it a safe place to be
- Ask for help if you need it
- Take action to get things sorted

Find a Better Way

- Think differently and share new ideas

- Make smart choices

Build Trust

- Listen with an open mind
- Respect everyone
- Keep your word

Team up and Beat the Competition

- Help others to be successful
- Celebrate achievements
- Work as one Grafton Team

Be our Customers' Favourite

- Go the extra mile
- Be attentive
- Make them feel valued