

<b>Title</b> <b>Branch Manager</b> <b>Reports to</b> <b>Regional Director</b>		<b>Brands</b> <b>Location</b>	<b>PaintWell</b> <b>Branch Specific</b>
<b>Role and context</b>		<b>Role Capabilities</b>	<b>Personal Attributes</b>
<b>Purpose</b>  To be responsible for the day-to-day operations of the Branch, achieving both financial and operational targets and objectives to increase the overall profitability of the Branch. Delivering excellent customer service to both external and internal customers and striving to achieve the Company's recognition of 'Retailer of Choice' in the market.	<b>Outputs</b> <ul style="list-style-type: none"> <li>• Manage all aspects of the Branch to meet KPI targets and maximise margins.</li> <li>• Create, manage, and develop a Branch Business Plan with support from the decorative sales team.</li> <li>• Be proactive with account management and the development of the Branch Ledger, focusing on forecasting, analysis of sales and potential shortfalls and notifying the sales team and management of any action plans required.</li> <li>• Support management to agree the Branch budget; provide monthly forecasting against budget and manage and report regularly on results against agreed targets</li> <li>• Develop sales to agreed levels, through new and existing business; pro-actively market the business for the Branch; agree selling prices in accordance with Company policy.</li> <li>• Manage stock to agreed levels and with accurate reporting, deal with obsolete stock in line with Company procedure.</li> <li>• Gain up-to date knowledge of area developments and competitor activity, imparting information to relevant departments.</li> <li>• Build strong relationships with customers and suppliers, merchandisers, and other partners; organise events and initiatives to promote good customer relations and sales development</li> <li>• Deliver excellent customer service to external and internal customers and meet customer Deal promptly and effectively with customer enquiries, projects, and complaints.</li> <li>• Achieve a high standard of presentation and layout within the Branch to maximise sales and achieve excellent customer service.</li> <li>• Adhere to the Company's health and safety policies and procedures.</li> <li>• Lead and develop your team, including recruitment, training, coaching and support.</li> <li>• Manage and motivate the team to achieve Branch and Company objectives, including performance reviews, appraisals, disciplinary meetings.</li> <li>• Driving duties in the absence of the Branch Counter Assistant-Driver.</li> <li>• Responsibility as a Key Holder, requiring call out to site at any time when required (day and night).</li> </ul>	<b>Key Performance Indicators</b> <ul style="list-style-type: none"> <li>• Sales budget for the branch</li> <li>• Margin budget for the branch</li> <li>• Customer Accounts growth both new and existing</li> <li>• Share of Wallet per branch</li> </ul> <b>Qualifications</b> <ul style="list-style-type: none"> <li>• Full clean Driving License</li> </ul> <b>Experience</b> <ul style="list-style-type: none"> <li>• Strong track record in Planning, Customer Service and People Management</li> <li>• Demonstrable management/leadership experience with significant profit and loss responsibility</li> <li>• Experience of monitoring and controlling Branch performance</li> <li>• Proven track record of Recruitment</li> </ul>	<b>Focus on Results</b> (Consistently delivers results that directly impact business success in line with business goals)
<b>Context</b>  PaintWell are a one-stop shop for painting and decorating supplies, materials, tools and accessories. With over 50 years of experience, we provide a huge range of trade-quality paints and painting accessories from all the major brands to both a Trade and retail customer base			<b>Independent thinking</b> (Sales focused individuals who can operate with a large degree of autonomy).
<b>Relationships</b>  Suppliers and Customers Regional Managers Branch Managers Paintwell/KB/Promain BDM/SR Teams PaintWell Head Office teams			<b>Relationship Management</b> (Builds mutually beneficial business relationships with internal and external executives in a collaborative manner)
			<b>Influencing</b> (Gains trust and respect from others by consistently delivering on commitments, acts with integrity and encourages 'buy in' through their behaviour)
			<b>Cross - functional Impact</b> (Works cooperatively, listens to learn from others perspective, proactively challenging and puts the Branch's goals ahead of individual gain)
			<b>Decisiveness</b> (Displays confidence and stability when faced with difficult, crisis situations requiring decisions to be made quickly, effectively and appropriately)