



# Job Description

極度乾燥(しなさい)  
**Superdry®**Careers

## Retail Excellence Lead – Cheltenham

### The Role

The Superdry brand is a genuine British success story that has grown to over £800m revenue and is on track to become a £1bn company by 2020. We are a complex organisation with over 20 different businesses in countries as diverse as China, India, Turkey and the USA as well as many European states. We are a genuine multichannel operator with well-developed and highly successful retail, ecommerce, wholesale and franchise businesses and customers in virtually every country in the world. We are well on our way to achieving our goal of becoming a global lifestyle brand.

Our Group Retail Support department is fast paced and reactive to our evolving retail market. With our store estate stretching across the globe, Group Retail Support are an essential hub of communication that bring our Superdry story to life in all our territories. Our retail excellence team design, develop and deliver a bespoke retail excellence program that will enhance the operational skills of the retail teams. Whilst being based at head office you will act as a link to stores, providing support on staff training, system implementing and project management.

### You will

- Support the Retail Excellence Manager with the delivery of the retail excellence plan to ensure consistency across the global estate
- Be a trusted source of retail store knowledge
- Develop high quality materials and tools that support the retail excellence plan
- Ensure all content is tailored to the country or store format in which its landing
- Support the roll out of initiatives by training and coaching material
- Have a network of stores which act as centres of excellence
- Collaborate with other departments to deliver the retail excellence plan
- Work with and support the learning and development teams to train out initiatives that will make the biggest commercial difference to the business
- Measure the impact of any improvement initiatives and recommend learnings for next time
- Gather feedback from stores / field teams and use this to identify improvement opportunities
- Be able to improve the profitability of some of our stores as a result of the methods outlined above

### You are

- Experienced in retail operations at a management level with people management experience
- Proficient at delivering store initiatives with proven impact on KPIs
- Able to build strong relationships
- Capable to influence and take people with you
- A confident communicator with the ability to present ideas well
- Able to work with ambiguity
- Proactive and take your own initiative
- Positive with a can do attitude
- Resilient



# Job Description

極度乾燥(しなさい)  
**Superdry®**Careers

- Commercially aware
- Highly motivated
- A confident trainer with strong coaching skills
- Adept at building relationships with people beyond their store

## Working for Superdry has never been so rewarding...

- Everyone receives a generous salary, pension contributions, life assurance and 25 days holiday
- Unrivalled range of Learning & Development programmes
- Eligibility to join our Share Save initiatives
- Amazing staff discount, 50% online and in store, plus an on-site staff shop and subsidised cafe
- A range of team and company-wide social events
- Discounted gym membership, cycle to work scheme, wellbeing services and much, much more