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**Salon and Sales Manager – Cobella Hair and Beauty at Selfridges London**

About the Company:

Established for over 30 years and regarded as a market leader in our sector, we believe in offering the very best in customer service and experience. It is our value added approach that keeps customers coming back and ensures revenue targets are achieved.   
If you believe in listening to your customer, training your team to deliver and then adding MORE we want to hear from you.

Competitive Salary

The Role:

* As a manager, you would be required to use your market knowledge across the salon to identify risks and opportunities at a local level, influencing key stakeholders in Head office to react and support
* Provide leadership as well as the need to maximise opportunities and drive sales and profit by being commercially focused.
* Develop new ways of thinking to drive performance
* Challenge aspects of underperformance and put in place actions to address
* Inspire and lead the staff to deliver excellent standards across all KPIs including sales, customer service, cost controls.
* Build excellent relationships with head office and external businesses to influence sales and business opportunities
* Develop and implement new ways of driving customer loyalty.
* Updating colleagues on business performance, new initiatives and other pertinent issues
* maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing

The Candidate:

We are seeking someone who is hungry to inspire and drive your team to exceed targets and grow your regular clients through giving excellent service to our clients every day. You will have up to 2 years worth of experience (at least) of managing a team and regulating their performance. Running a salon within a department store is a demanding role so we are looking for a passionate and dedicated individual;   
  
**If you meet the criteria below and have at least 2 years experience at this level please apply:**

• high achievers, able to thrive in a commercial, customer focused environment   
• a creative and innovative approach to developing and promoting a business   
• highly commercial with good sales acumen and are adept at building productive relationships   
• strong belief in offering the very best in customer service   
• ability to lead, train, develop and motivate junior members of staff to the highest possible standards   
• capable of running a branch as if it is their own business   
• held full P&L responsibility   
• Understand the importance of KPIs and know how to implement them   
• able to promote the store using various marketing avenues   
• must be bright, enthusiastic and charismatic and understand the importance of impeccable grooming to match your brand

Approachable as well as calm under pressure  
  
  
Please send in your CV, a recent photograph and cover letter outlining how you meet our criteria above to [recruitment@cobella.co.uk](mailto:recruitment@cobella.co.uk)

We look forward to hearing from you.