



Job Title	Operations Manager
Location	Monobrand Division
Reports To	Executive Vice President
Key Liaisons	Monobrand Division

Job Purpose

Our team is responsible for planning, managing and delivering all store development projects including new stores, refurbishing and refits. This position will work closely with the EVP, Monobrand Division.

Our team also manage the implementation and maintenance of store layout plans and space allocation to ensure we maximize profitability and execute corporate brand strategies. There may also be some tasks relating to assist with this facet of the business.

Specific Responsibilities

- Assists with tracking capital recoveries from brands and tenant allowances from landlords.
- Supports the preparation of refit project approval packages for review and approval.
- Supports the coordination of capital projects to ensure completion is on time and on-budget.
- Maintains location photos and makes available for network access.
- Assists with on-site store opening tasks.
- Works with Director Retail Operations in the development of policies and procedures for each store.
- Works with IT Department in identifying needed hardware, software and coordinates installation to support opening.
- Works with Director, Loss Prevention and Internal Audit in identifying or serving and installing security and safety devices.
- Works with eCommerce Manager in developing online sales strategy.
- Works with Director, Property Development & Construction and all third-party Contractors to coordinate construction timelines.
- Works with Manager, Financial Planning and Analysis to ensure P&L is correct and all pre-opening costs are accurate and allocated.
- Partners with Brand Protection in ensuring final brand packets reflect all agreements.
- Completes information and reports for colleagues for US and UK Senior Management.
- Partners with Human Resources in supporting recruiting strategy.
- Works with Learning & Development to confirm training needs and implementation of a training strategy for each new store.
- Coordinates the completion of items indicated on project punch list.

Core Accountabilities

- Sets up and maintains project filing systems and has responsibility for those systems.
- Creates and processes project documentation (e.g. purchase orders, invoices, etc.).
- Coordinates and tracks the sign off process for store development projects.



- Liaise with internal and external design agencies to both track and provide information relevant to planned projects.
- General administrative and PC based tasks as required.
- Provides support to the Store Development team with ad hoc tasks and projects as required.

Essential Experience / Attributes

- Able to build effective relationships with key suppliers and colleagues
- Highly numerate
- Attention to detail and accuracy is essential
- Ability to work under pressure
- Great organisational, prioritisation and planning skills
- Excellent communication and interpersonal skills
- Ability to work in a team and on own initiative
- Flexibility to meet the changing demands and priorities in the department
- A proactive attitude to identify opportunities to improve current processes