

MATCHES FASHION.COM

SUPERVISOR, LONDON

Department – Retail

Reporting to the Assistant Manager/ Store Manager

THE BRAND

MATCHESFASHION.COM is the global luxury-shopping destination for men and women, bringing together a modern edit of over 400 established and emerging designers. Experience MATCHESFASHION.COM online, in its London stores and at No.23, our private-shopping townhouse. With over 25 years in luxury fashion, we deliver to over 190 countries and offer 24/7 advice through MyStylist, our dedicated fashion-concierge team.

DIANE VON FURSTENBERG

A globally renowned luxury lifestyle brand and one of the leading names in American fashion, Diane von Furstenberg was founded in 1972 by the designer. Distinguished for its signature prints and iconic wrap dress, DVF has expanded to a full collection of ready-to-wear and accessories including shoes, handbags, small leather goods, scarves and fine jewellery. In 2012 Diane von Furstenberg, was named the most powerful woman in fashion by Forbes Magazine.

THE ROLE

The Supervisor is responsible for driving sales and supporting the management with the day to day operations of a MATCHESFASHION.COM store. The Supervisor is responsible for ensuring that both they and the team are sales focused and offer consistent, exceptional customer service levels at all time.

THE RESPONSIBILITIES

- DRIVE sales personally offering excellent customer service and building the client list.
- SUPERVISE the sales team working with them to achieve sales targets.
- ENSURE that, in all aspects, excellent customer service is maintained at all times.
- DEPUTISE for the Manager/Assistant Manager in their absence in all aspects of their role.
- BE knowledgeable and aware of market trends and competitors and recommend areas for business development and improvements to the Manager/Assistant Manager.
- MAINTAIN communication and feedback to the Manager/Assistant Manager on sales, products and trends in the store.
- ENSURE that you and the team have up to date knowledge of all the products, press and marketing including online.
- INFORM the Manager/Assistant Manager of product performance to maximise sales and reduce any potential markdowns.
- ENSURE, with the team, that stock is kept secure and is handled with care in the store to ensure minimal stock loss or write down.
- ENSURE any financial sales reconciliations are accurate and processes and procedures are carried out efficiently.

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- ENSURE, with the Manager/Assistant Manager, that company stock takes are carried out efficiently and within company guidelines.
- IN-CONJUNCTION with the Manager/Assistant Manager ensure the store has sufficient coverage at all times.
- SUPPORT the Manager/Assistant Manager with the development and training of all designated team members.
- BE AWARE of the HR policies and procedures and carry out any necessary paperwork efficiently and within designated timescales.
- BE AWARE of all security and Health & Safety standards and maintain them.
- ANY other duties as reasonably requested

ABOUT YOU

- You will possess outstanding leadership and communication skills.
- You have proven experience of increasing sales
- You are able to demonstrate the ability to train and support a shop-floor team.
- You have a strong clientele background and – ideally – previous luxury retail experience.
- You have faultless commercial awareness.
- You are proficient with technical programs including Word, Excel and Outlook.

From the moment you join our team we aspire to make your employment experience an engaging and memorable one.

If you are energetic, hardworking and thrive in a collaborative and fast-paced environment, then please apply with a CV and covering letter stating your salary details and notice period.