

Profile

- Strong leader with broad management experience gained over 12 years of working within the retail sector.
- Customer focused and committed to improving customer experience through service and experience.
- Strong commercial skills employed to reduce and control operating costs.
- Expertise in operational management, planning and co-ordination of resources, including full HR control.
- Positive leader able to manage and motivate c100 employees, working across multiple areas and departments.
- Uses excellent training and coaching skills to support staff development and ensure career progression.
- Analytical with well-developed decision making skills.
- Proactive team worker who enjoys working with others, encouraging their participation and welcoming new ideas.

Skills and Expertise

- Operations Management
- Business Development
- Marketing
- Customer Service: Support, Satisfaction and Demand
- Budgetary Control
- Financial Reporting
- P & L Autonomy
- Human Resources
- Staff Development & Training
- Team Building and Motivation
- Health & Safety
- Corporate Compliance
- Legislative Compliance
- Stock Management including Rotation and Ordering
- Inventory Reconciliation
- Disciplinary Issues
- Warehousing & Procurement
- Merchandising
- Shop and Staff Security
- Market Analysis & Trends

Awards and Achievements

- Effected 100% compliance with Health and Safety, through continuous monitoring and staff training and development.
- Best Hospitality business of the year 2005
- Planned and developed a new restaurant, including it's launch.
- Best performing hotel in the group and named "Best Business of the Year" 2004
- Best Profit conversion year on year, within the group.
- Consistently out-performs colleagues and exceeds set targets.

Professional Experience

Aldi Foodstores

Store Manager

2009 – Present

- Responsible for the management and development of c30 staff and operations working across multiple departments within a medium-sized busy supermarket operating standard shop hours.
- Key liaison for Aldi management teams cascading information to personnel and ensuring the implementation and successful completion of projects and initiatives communicated by area managers and head office functions.
- Supporting the progression of new talent through the business working with training and development colleagues ensure progression.
- Working with colleagues across the store to design and implement continuous improvement strategies specific to site needs and local customer base.
- Encouraging participation in all training opportunities offered to staff to ensure ongoing development.

Aldi Foodstores cont...

- Utilising training, controls and communication channels to ensure achievement of performance targets and compliance to company policy and current legislation.
- Managing and optimising budgets, resources with full responsibility for stock management and control.
- Completion and communication of management reports and information.

Pebble Hotels

A small chain of luxury hotels based in Sussex, offering "olde worlde" charm, mingled with modern styling.

General Manger

2007 – 2009

- Headhunted to manage and develop hotels and hospitality services through renovation, implementation of improved quality, financial and cost controls, restructuring management teams, streamlining operations and delivery of innovative marketing and business development strategy.
- Recruited and supported managers for all venues, developing positive relationships and open lines of communication to enable continued improvement.
- Created and implemented operational procedures, management recruitment, supplier network development, procurement, budgeting and marketing.
- Delivered profitability within the first year and long-term development opportunities.

Mill House Inns

Multi-faceted hotel and restaurant chain with c120 outlets across the UK, purchased by Spirit in 2007

General Manager

1999 – 2007

- Overseeing and monitoring the planning and delivery of catering and hospitality services across 4 venues ranging from a London Liquor Pub to a Golf Centre with restaurant serving 100 covers per night.
- Promoted to take on responsibility for the management and development of hotels ranging typically with 25+ bedrooms and additional corporate entertainment facilities.
- Financial planning and management, budget setting and optimisation.
- Developed supplier network, led negotiations and secured contracts.
- Planning, review and refinement of operational plans.

Aldi Foodstores

Store Manager

1996 – 1999

- Managed all aspects of a successful grocery supermarket, including management of a multi-disciplinary workforce, service and customer care, finance and business development.
- Planning and developing business and revenue through effective personnel and performance management, execution of sound marketing, product development and needs analysis.
- Significantly improved bottom line through effective stock control, implementation of loss reduction controls, effective merchandising and in store promotions, staff training and product knowledge.
- Managed and developed assistant managers enabling their progression to store management roles.

Education

- 9 GCSE's, including: Mathematics and English

Additional Information

I T Skills

- Proficient in the use of MS Office, including: Word, Excel and Outlook. First hand use of various bespoke software applications for retail, till/cash and finance.

Interests

- Enjoys fishing and has a real passion for cars and maintains a close circle of friends and family.

Licences

- Full, clean British driver's licence. Licenced to sell alcohol in pubs, wine bars, restaurants, etc.

References

- Available upon request.