

ROLE DESCRIPTION:

DEPARTMENT MANAGER

WHAT YOU DO

As a Department Manager, you'll be the leader supporting and encouraging your whole team. By bringing everyone together, you'll be able to create an inclusive culture that promotes collaboration and an entrepreneurial spirit, helping you, your team, and H&M succeed.

Ensuring an excellent operational & visual experience for your store, customers & colleagues.

You'll be aware of your store's strengths, opportunities, and competitors. Analysing and following up sales, creating plans to optimise results and profits.

WHO YOU ARE

To be a successful and effective Department Manager, you'll be a strong leader who enjoys taking responsibility for others. You must be ambitious, an effective communicator, supportive, an analytical solution finder, capable of working with numbers and managing statistics.

You are achievement oriented, motivated by performance and competition to be truly customer centric.

Whilst also having a strong understanding & interest of fashion trends, commerciality & competitors.

HOW YOU DO IT

By acting in line with our values and being a role model, you contribute to your own and H&M's success.

No matter what your role may be at H&M – WHAT you do is as important as HOW you do it.

WHAT YOU DO

Your responsibilities

Customer Sales & Profit	• You are responsible for the total OMNI customer experience in your store, ensuring visual and commercial curation according to global guidelines • Representing yourself and the H&M brand positively during customer interactions. • Be aware of and take responsibility of your department's strengths and identifying commercial opportunities and acting on them • Establish & analyse sales and budget goals, creating plans to optimise results • Ensure customer service is provided in all areas of the store and that your team have the ability to work towards actively promoting and selling products to customers • Following up your team are actively promoting our Customer Loyalty App (Hello Member) & instore Sustainability initiatives • Manage your department in a cost-efficient way • Ensure correct routines in fitting room and checkout, including transaction, returns and exchange. • Ensure all admin routines for both people and operations are handled in a correct way
Fashion & Trend Awareness	• Keep up to date with fashion scene, trends, tendencies, styles, brands, products, competitors and relevant influencers etc • Ensure your team provides product and fashion knowledge as well as other relevant information during customer interactions
Team & Development	• Responsible for recruitment, onboarding, upskilling & developing your team instore • Complete performance evaluations and succession planning to support business needs & team • Retain and share your knowledge and skills with your team • Collaboration, planning & teamwork with instore VM team • Giving & receiving feedback with your colleagues to learn, develop & support each other • Responsible for the teams planning & scheduling • Regular communication to store colleagues to inform, motivate and inspire – daily, weekly meetings etc • Ensure all procedures, routines, and legal requirements in all areas of the store are followed

	• Participated in relevant available On Boarding & Introduction Processes, Trainings and Courses relevant for your role & future development
Retail Operations / Visual & Commercial Execution	• Secure a clean and tidy sales floor and back of house including stockroom areas • Ensure high fashion quality, visual and commercial product presentation, with good garment care • Secure good stock levels and provide input on allocation to Area team • Ensure the full garment cycle – from delivery to garment presentation – and fitting room routines are according to our standards and routines set internally, utilising all tools and technology provided • Upkeep & following best practises for any instore OMNI Services & instore tech services/tools etc (Instore Care App, Click & Collect, Smart Store etc) • Secure a strong balance and the maintenance of price signs instore and throughout the sales floor/store following guidelines according to global and local strategies & sales market/regional requirements to ensure a strong and consistent Price Perception throughout store • Updating & upkeep of BOH Areas for all colleagues (key information, health & safety, tidiness etc) • Responsible for opening & closing of store daily

WHO YOU ARE

Your knowledge and competencies

Knowledge consists of skills, competencies & experience

Skills & Competencies Skills needed to perform the role effectively Key behaviours and knowledge competences critical to thrive and perform in the role	• Leading with integrity and adhering to the brand's ethical standards • Understanding and managing the store's finances and budgets • Ensuring efficient and effective store operations, including strong prioritization skills • Leveraging insights and data to make informed decisions • Familiarity with new technologies and tools introduced for store • Guiding the store team through changes and transitions • Providing guidance, support, and direction to the store team (coaching, feedback culture etc) • Collaborative & team focused • Role Model of our Values & Company Culture • Solution Orientated • Achievement Orientated & highly motivated • Effective communicator & an active listener • Good understanding of fashion trends, commerciality and relevant information Salesmanship • Welcoming & customer centric/ promote & sell products to our customers/ driving all OMNI instore services & features People and relationships: • Effective Communicator / role model of our values / collaborative & team focused Tasks and projects: • Analytical / solution finder / trend aware / methodical & organised Drives and emotions: Passionate & Motivated / flexible / achievement oriented / ambitious / motivated / supportive
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HOW YOU DO IT

Your behaviours: living the values, growth mindset, leadership

No matter what your role may be at H&M – WHAT you do is as important as HOW you do it.

Our Values	Values in action
Our values have both guided and united us since 1947. They are the foundation of our culture, embedded in everything we do and everything we create.	Our values are put into action through their key behaviours/competences, that guide everyone here to perform a task successfully regardless of role. See below.
• We are one team • We believe in people • We are entrepreneurs • We make constant improvement • We are cost conscious • We are straight forward and open minded • We keep it simple	• Collaboration (e.g., the ability to be collaborative, inclusive, engaging) • Empowerment (e.g., the ability to be empowering, trusting, listening) • Innovation (e.g., the ability to be innovative, risk-tolerant, flexible) • Improvement (e.g., the ability to be action oriented, taking ownership, willing to learn) • Resourcefulness (e.g., the ability to be resourceful, responsible, proactive) • Honesty (e.g., the ability to be open-minded, sincere, self-aware, feedback culture) • Clarity (e.g., the ability to be clear, efficient, effective) [More detailed examples of how the key behaviours/competences can be expressed can be found in the document  Values in Action Overview.pdf, please click on link to access].

OUR VALUES are the starting point for how we act. They form a red thread throughout the competences needed in your role.

