



SIGMA 3 KITCHENS LTD

BRANCH PRINCIPAL

About Us

Sigma 3 (Kitchens) Ltd – Established in 1975. Sigma 3 is a leading manufacturer and retailer of quality kitchens & bedrooms with 8 showrooms across Wales & England. We pride ourselves on our reputation for excellent quality products and service as well as our close relationships with customers.

We are looking for a driven Branch Principal with the ability to both lead and support our Sales and Installation Teams in the showroom. The ability to embrace technical skills is vital as is the requirement to quickly develop your product, systems and design knowledge to leverage with your team.

We are aiming for significant growth from our showroom in the next few years and we expect the Branch Principal of the store to be a key driver of the growth.

Key attributes required for the role:

- **Leadership** – we are looking for individuals who have the ability to lead teams through personal and team organisation as well as leading from the front through “doing”.
- **Team Player** – We expect our Branch Principals to be able to complete (to a high standard) all the roles within their team and to regularly use these skills to support their colleagues. This will include planning and design on our CAD package, presentations to customers, technical checks on orders, technical surveys as well as any issue resolution. Training will be provided but we are looking for individuals with the self start to ensure they understand all elements of their team’s roles.
- **Work Ethic** – We expect our Retail Leaders to have a strong work ethic and influence the culture and work ethic of the team through example. This is not a 9-5 role! We expect Branch Principals to exceed their objectives and regularly deliver over and above the expectations.
- **Pace/ Intensity** – we are looking for individuals who increase the pace and intensity of the team they work with. We expect our Branch Principals to work to deadlines and beat them. A key attribute will be the ability to increase the pace of the overall team through organisation, prioritisation, drive and personal impact.
- **Personal Responsibility** – we are looking for individuals who will accept and personal responsibility for the team goals and the team’s success or failure in achieving them.
- **Competitive** – we are looking for a competitive individual who is aiming to be best in class in both the market and within their Sigma 3 peer group. We are looking for this individual to demonstrate this competitive streak through work ethic, pace and intensity.
- **High Standards / Attention to Detail** – we are looking for an individual with very high standards and attention to detail. The Branch Principal should then leverage these standards through the rest of the team. This is particularly important in documentation, customer service and communication.



- **Technical Skills** – the successful applicant will need to show the ability to understand, and then explain/ train the technical elements of the product, service and systems. We will help with training but we are looking for an individual who prides himself/ herself on being the most knowledgeable member of the team in the store.
- **Fast Learner** – we are looking for candidates who can learn fast and learn on the job. Understanding is key as we would expect the Branch Principal to be able to explain complex and new solutions to their showroom team.
- **Interpersonal Skills** – we are looking for individuals that have strong interpersonal skills and the ability to deal people at different levels both within the Company and outside.
- **Strong Values/ Ethics** – as a family business it is very important that we treat our Customers, Colleagues and Suppliers correctly. The successful applicant must be able to demonstrate these traits.

The Role:

Sales:

- Responsible for delivering the New Sales numbers in line with the Company Targets and individual KPIs
- Work closely with the Designers to ensure the design and specification matches the customer's need.
- Develop the technical ability to advise the designers on alternative design / specification requirements
- Support the sales team (CAD work, presenting designs, measuring kitchens etc.) to enable the individuals and the team to achieve their targets
- Engage with customers in the showroom initially to develop new sales opportunities as well as during the design process to secure the orders for the business
- Develop relationships with local builders and architects to support future sales opportunities
- Complete a check on every customer order (including feedback and changes) before it is passed to the Installation Team for processing

Installations:

- Responsible for ordering and delivering the kitchens and bedrooms to meet the business's financial targets and at the standards to drive customer recommendations
- Assist the Installation teams with workload and planning and especially dealing with technical queries
- Support the Installations team by processing service / remedial orders or completing site visits as required
- Engage with installation teams to ensure we have the highest standards. Where necessary recruit new fitting teams to ensure we have the installation capacity to meet the customer and Business needs

Management:

- Manage the workload for both the Sales and Installations teams to ensure we deliver the Company objectives and exceed customers' expectations
- Monitor the performance of Designers and Installation Managers based on Company KPIs



- Responsible for the Health and Safety of customers and staff in the showroom
- Provide accurate and timely Sales and Installations Management Information on to Senior Management as and when required
- Personally deal with any customer issues to ensure the customer satisfaction is maintained and the Company reputation is protected.

Development:

- Take initiative to ensure you are the product, systems, process and design expert in the showroom
- Leverage your knowledge across the team to ensure the quality of work matches the Company Standards
- Develop and train both new and existing members of the team on a daily basis across product, design, systems and process

Requirements

- Examples of the key attributes outlined above
- Strong numeracy, literacy and IT skills
- Full UK driving license

Rewards

- ✓ The rare opportunity to work for the largest manufacturer of kitchens in Wales with an enviable reputation for quality and service built over 45 years of trading. We have exciting plans to take this well-established business to new levels.
- ✓ This is NOT just a job – it's a career development opportunity within an established team and to be a part of Company growth plans.
- ✓ Competitive basic salary of £50,000 plus benefits package and a realistic opportunity to earn a substantial performance related bonus. **The individual will have the opportunity to significantly grow the business through personal commitment. It is the intention of the business to grow the individual's earnings alongside profitable showroom growth.**
- ✓ The opportunity to gain strong experience with a market leading name in South Wales.
- ✓ 25 days holiday
- ✓ Pension
- ✓ PHI (this is an incapacity benefit)
- ✓ Life insurance
- ✓ A discretionary performance related bonus based on business objectives and Company profitability.
- ✓ Job security - The staff-retention rate of the company is excellent.

Closing Date: 31st March 2020

Apply in writing with a CV to Geoff Moore, HR Manager or e-mail your application to g-moore@sigma3.co.uk

For further information about this opportunity please contact Richard Lakin on 01443 237732.

