

Southern Branch Support & Training Manager / Sales Advisor

Location: Southern Stores / Frimley Store

Salary: £22,000 per annum plus Bonus, Overtime and Benefits

Job type: Permanent (every weekend plus 3 weekdays)

The Company

Established since 1994, Fitness Superstore is a successful retail and distribution business selling through 11 stores, telephone, catalogue and website – with an annual turnover in the region of £28m. It is a destination store business where customers travel to see and try a huge range of fitness equipment under one roof in large impressive showrooms (the largest in the UK). As an industry leading specialist they pride themselves on giving excellent advice, meeting every customer's needs and exceeding their expectations.

The Opportunity

Due to continued growth and expansion we currently have an exciting opportunity for an experienced Training Manager to join our team and build upon customer satisfaction – developing the sales team through engaging training, induction and coaching, to ultimately improve sales results and business performance. This role will support our 6 stores in the southern territory of the business, reporting into the National Training Manager. In addition, you will be undertaking a weekend Sales Advisor role in our Frimley store.

Role Responsibilities

- Support Southern Store Managers to perform regular training needs analysis
- New starter inductions
- Coaching and mentoring new and existing staff on all aspects of sales and store operations
- Organise training schedules and maintain training records
- Auditing quality of showroom sales/telephone calls and provide feedback supported by a development plan
- Regular meetings with managers to discuss findings and suggest improvements ensuring consistency across the business
- Be focused on achieving targets and standard operating procedures

Candidate Requirements

- Coaching and/or mentoring experience ideally within a showroom and or call centre environment
- Proven track record in delivering results in a high-energy sales environment
- Systems training experience
- MS Office Skills
- High standard of written and oral communication
- Supervisory experience
- Experience of working within the fitness, retail or sales industry is desirable but not essential

This is a field based position and will require travel in the southern territory, and occasionally to Northampton. Therefore a driving licence is essential (you must be aged 25+ for company car).

You will be confident, assertive and possess excellent interpersonal skills. You will be pro-active, self-motivated with the ability to work on your own initiative, and have the ability to prioritise your workload. You will be helpful, encouraging and respectful to all employees and customers.

Salary & Benefits

You will be rewarded with a generous package which included basic salary plus bonus and overtime, and 20 days annual leave entitlement (plus statutory bank holidays). You will also be provided with a company car, laptop and company card whilst you are away from home.

How to Apply

Please download an Application Form from our [Careers page](#), and complete and return it along with your CV to abbie.wilkins@fitness-superstore.co.uk.