

# HOBBS

LONDON

## **Job Description**

Job title: Stock Audit Manager  
Reporting to: Hobbs Finance Director  
Location: Hobbs Head Office/Hobbs Distribution Centre

## **Overview**

Reporting directly to the Finance Director, the Stock Audit manager will deliver stock accuracy and efficiency while challenging process within an evolving retail environment. Focused on ensuring compliance standards are met while innovating and collaborating to meet business commercial needs.

## **Key Responsibilities**

### KPI framework, reporting and communicating with the wider business

- Develop and maintain an effective stock audit framework across all global retail sites and distribution centre
- Establish KPI framework and a suite of reports for stock audit and other stakeholders to measure stock accuracy and efficiency, ensuring targets are delivered
- Provide monthly KPI review for Leadership team
- Continuous review of stock management procedures and pro-active management of any improvements identified
- Maintain and update compliance framework for the DC and Retail teams in line with all process, procedure and policy updates
- Work collaboratively with teams in Retail Operations, DC & Logistics, Finance, Legal, IT and Merchandising

### Responsibility for stocktakes

- Deliver accurate bi-annual global stock takes - managing schedule in line with retail requirements, posting results in a timely basis in line with business KPIs
- Oversee and support cyclical/rolling stock take programme for solus stores, DC and key concessions, delivering timely results and reviewing long term analysis to manage risk
- Report on stocktake results and identify and address any risks to stock accuracy, highlighting issues to appropriate business stakeholders while providing and delivering solutions

### Minimise losses in retail

- Manage risk retail sites post stock take - support investigations with retail managers, providing training and in-store support to minimise future risk
- Investigate and report missing units (stolen) to establish the cause of issue; internal or external. Weekly report on findings
- Review and investigate exceptional KPIs on faulty sales, write off and one-stock management - training and support in stores provided where necessary

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- Ensure compliance standards are being met across all sites - completing compliance visits, proactively managing risk sites, delivering and supporting action plans where needed
- Develop and deliver ongoing training & development programmes for all global sites

## **Recovery of losses and terminal stock management**

- Manage key relationships with stock write off partners (charity or jobbers), ensuring regular clearance of unsaleable stock while monitoring and reporting KPIs on stock write off
- Monitor and manage terminal stock recycling - weekly KPI on store stock holding of post-season web returns - ensure sites are only holding relevant season stock by driving timely return of terminal stock
- Invoicing partners for stock loss according to contract terms

## **Leadership & Team Development**

- Develops a High Performing Team, providing positive, dynamic leadership
- Continuous coaching of the team to reach their individual potential and deliver desired results
- Offers advice and helps find solutions to the wide range of issues encountered by the teams, acts as trouble-shooter
- Builds a strong team with a focus on development/succession planning
- Pre-empts the need for, and manages change – supporting teams throughout process
- Manages relationships/communicates effectively - ensures key Retail relationships are nurtured between the team and Regional managers/Compliance specialists
- Builds strong stakeholder relationships cross functionally to drive activity

## **Key Experience, Skills & Abilities**

- Ability to operate accurately and quickly in a dynamic, constantly evolving environment with excellent analytical and excel skills
- Strategic Awareness & Thinking –develop new ideas in line with business requirements, consider potential outcomes and develop action plan
- Results Driven – committed to making things happen accurately and timely - ability to prioritise effectively
- Problem Solving -adapts to different situations and stakeholders seamlessly and achieve desired outcomes
- Organisational skills – ability to put in place sound structure and processes
- Strong Communication Skills - Capacity to build strong working relationships throughout the brand and work effectively with all levels
- Team Leadership – Provide clear business goals for teams to support and develop skills base. Recognise and encourage outstanding performance and manage poor performance effectively
- Strong Excel skills allowing to create and improve reporting to key stakeholders