



WOODWIND INSTRUMENT SPECIALISTS

## RETAIL MANAGER

### ROLE

Position	Retail Manager
Reports to	Executive Managing Director
Location	Howarth of London Ltd, 31 Chiltern Street, London, W1U 7PN
Contract	Full-Time
Working Hours	5 days per week, Mon - Fri 9.00am – 5.30pm, Sat 9.30am – 4.30pm Occasional Sunday and Bank Holiday working is an essential part of this role

### APPLICATION AND INTERVIEW DATES

Application Deadline	Monday 15 <sup>th</sup> September 2025
Interview	wk/b Monday 29 <sup>th</sup> September 2025
Format of Application	Please email Dr Kenneth Le Meunier-FitzHugh, Executive Managing Director at <a href="mailto:kenlmf@howarthlondon.com">kenlmf@howarthlondon.com</a> explaining relevant experience and interest in the role and attach your CV.

### PURPOSE OF THE ROLE

Howarth of London is the UK's leading retailer of Woodwind Instruments and manufacturer of high-quality Oboes. We are seeking a first-class Retail Manager to look after all aspects of our retail activities. The role is full time and based in London. The candidate will have experience of running a busy woodwind retail operation and must be able to play a woodwind instrument. This is a key role in ensuring the seamless operation of our retail store, driving sales performance, and enhancing the customer experience. The successful candidate will lead, coach, and mentor store staff at every stage of our customers' musical journey. They will focus on commercial performance, operational excellence, and team development thereby ensuring consistency across all areas of the store.

Salary will be commensurate with the experience of the candidate.

### JOB DESCRIPTION

#### KEY RESPONSIBILITIES

- Drive Sales & Performance: Maximise sales and profitability while ensuring smooth day-to-day store operations.
- To lead and motivate the retail sales teams and repair team, fully utilising and developing their skills and capabilities and promoting a culture of high performance and consistent delivery.
- Responsible for opening and closing the store as rostered on weekdays and weekends, and to organise the staffing roster to ensure consistent coverage for all opening times.

Registered Office & Showrooms: 31 Chiltern Street, London W1U 7PN Tel: 020 7935 2407  
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Directors: A Cooney, K Le Meunier-FitzHugh



- Work with the Executive Managing Director to set objectives and performance standards. Through regular contact and conversation, monitor the performance of the team including attendance, punctuality and personal appearance, to ensure that performance is on track. Provide feedback to include both encouragement and the need to improve as necessary.
- Maximise sales and service initiatives by actively approaching and assisting customers in finding and purchasing the required products that meets their requirements.
- Manage the purchasing of retail stock, stock control, and work within agreed budgets.
- Work with the Executive Managing Director to achieve sales budgets, profit targets and KPIs, as well as organising, monitoring and giving feedback on initiatives.
- Responsible for the retail store's operation, maintaining the area to a high standard, including cleaning rota (identifying and following up on issues and opportunities either personally or by supporting team members).
- Plan and lead briefings that encourage contributions from the team whilst promoting a culture of honesty that allows input on sales, products, and operational changes.
- To liaise with marketing to organise marketing and promotional activities to support the store.
- Organise, attend and staff external exhibition/events.
- Deal with customer queries and complaints face to face, in writing or by telephone ensuring they are dealt with in a timely manner whilst maintaining the highest of service standards. Communicate and/or escalate issues to the Directors as appropriate. Ensure an effective activity log of incident information is accurate and up to date.
- Take care of your personal health and safety and that of others in the team and report any health and safety concerns.
- Working where necessary with the Directors to provide feedback and information regarding product and demand from customers.
- Monitor the activities of the Repair Team and work closely with Head of Repairs to ensure that service quality and profitability is maintained.

Please note:

This job description is not exhaustive, and amendments and additions may be required in line with future changes in policy, regulation or organisational requirements, it will be reviewed on a regular basis.

Occasional Sunday and Bank holiday working is an essential part of the role. Split site working may be required.

## CANDIDATE PROFILE

### ESSENTIAL

- Previous experience working in a busy customer focused retail store environment.
- Demonstrable selling skills and ability to meet sales targets with an excellent understanding of KPI's in the retail sector.
- Stock purchasing experience and proven skills in budget management.
- An understanding of and being able to demonstrate excellent customer care skills including exemplary complaint handling with evidence of delivering exceptional customer service.
- Demonstrable ability to successfully lead a team in a customer focussed environment.



- Effective interpersonal and communication skills, with an ability to build and maintain a positive working relationship with managers and colleagues.
- Strong leadership skills with the ability to motivate and inspire teams.
- Excellent organisational skills with a proven ability to prioritise tasks and meet deadlines and to manage time effectively.
- Have an excellent eye for detail and accuracy of paperwork and the ability to manage stock and purchases.
- Financially aware and numerate with relevant till and cash handling experience.
- Self-aware and able to use initiative.
- Competent IT skills including proficiency in all Microsoft Office applications.
- Sound understanding of woodwind instruments.
- Flexibility to adapt to changing priorities and work in a fast-paced environment.

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#### DESIRABLE

- An strong interest in music and practical music making, and a passion to contribute to the advancement of woodwind music.

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#### ADDITIONAL REQUIREMENTS

- Applicants must have the right to work in the UK

### WORKING RELATIONSHIPS AND CONTACTS

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#### INTERNAL

- Retail Team
- Executive, HR & Finance Team
- Trade Sales

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#### EXTERNAL

- Customers
- Suppliers and Wholesalers

If you are interested in this position please see the Format of Application above, but please also register your interest in the first instance by email to [kenlmf@howarthlondon.com](mailto:kenlmf@howarthlondon.com).