



# Assistant Manager

**Reports to:** Store Manager

**Department:** Stores

## Who we are

Welcome to Number One Shoes + Hannahs, one of our three retail brands within Ngahua!

Number One Shoes and Hannahs are two of New Zealand's best-loved footwear brands, with a history that goes back generations. Hannahs has been around since 1868, while Number One Shoes has been helping Kiwis put their best foot forward for decades. Together, we've created the ultimate destination for shoes — bringing style, comfort, and value to every New Zealander.

What makes us special is the mix of tradition and fresh energy. Hannahs brings heritage and trust, while Number One Shoes is all about fun, fashion, and affordability. From everyday staples to special occasion styles, we've got something for everyone — and we love helping our customers find the perfect pair.

When you join us, you're not just working in a store, you're part of a team that loves shoes, loves people, and loves creating a great experience every day. If you've got energy, passion, and a love for helping others, you'll feel right at home with us.

## Why You'll Love This Role

As an Assistant Manager, you'll play a pivotal role in supporting the Store Manager to keep the store running smoothly day-to-day. You'll play a leadership role while still staying hands-on with customers and team members.

You'll help drive sales, coach and motivate others, and ensure our customers receive exceptional service every time. This is an exciting opportunity for someone who thrives in a fast-paced retail environment and is looking to grow their leadership skills while making a real impact.

## What You'll Deliver in This Role

**Customer Experience & Service Leadership:** Fully embracing our “Every Day Great Experience” (EDGE) framework, you'll be responsible for creating an outstanding customer experience, ensuring every shopper feels welcomed, supported, and inspired. You'll lead by example on the shop floor, modelling service standards and coaching team members to consistently deliver great outcomes. When needed, you'll step in to handle escalations with professionalism and care.

**Team Coaching & People Development:** You'll take responsibility for supporting the Store Manager in leading the team day-to-day, stepping up to run shifts and ensure staff are set up for success. You'll coach, train, and motivate team members, reinforcing best practice and providing constructive feedback. You'll play a key part in building a positive, engaged team culture that drives performance and customer loyalty.

**Operational Excellence:** You'll help oversee the smooth running of the store, managing stock flow, merchandising, and ensuring compliance with company policies and health & safety standards. You'll take ownership of key operational tasks during shifts, from opening and closing to managing cash handling, reporting, and rostering.

**Sales & Performance:** You'll support the Store Manager in achieving sales and margin targets, monitoring daily performance, and driving opportunities to maximise results. You'll use insights and reporting to help shape actions that boost sales, manage stock effectively, and reduce shrinkage.

## What You'll Bring to the Role

- At least two years experience in a retail or customer facing environment
- At least two years supervisory or leadership experience
- Strong customer service skills and the ability to lead by example on the shop floor.
- Confidence in coaching, training, and motivating team members.
- Solid organisational skills with the ability to manage competing priorities.
- A collaborative and proactive approach, with the drive to deliver results and support store success.