



# Key Holder

**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 a Key Holder, you'll step up into a trusted leadership role that blends hands-on customer service with added responsibility for the smooth running of the store. You'll be empowered to lead shifts, coach others, and ensure our customers have an every day great experience.

This is a great opportunity to build your leadership skills while staying connected to the buzz of retail.



## What You'll Deliver in This Role

**Customer Experience & Sales:** Fully embracing our “Every Day Great Experience” (EDGE) framework, you'll deliver an exceptional customer experience every shift, ensuring that each interaction reflects our service standards. This includes greeting and assisting customers, handling queries, resolving issues, and promoting add-on sales to drive performance. You'll also role model great service to the team, stepping in to coach or redirect in the moment when required.

**Store Operations & Standards:** You'll be responsible for opening and closing the store, ensuring security and operational standards are consistently met. You'll maintain a clean, well-presented, and safe store environment, ensuring merchandising and stock presentation align with company guidelines. You'll also oversee till processes including processing refunds or exchanges, cash handling, and compliance with health and safety procedures.

**Leadership & Shift Management:** When running a shift, you'll take accountability for leading the team on the floor. This includes allocating tasks, managing break schedules, supporting decision-making, and ensuring sales targets and KPIs are being worked towards. You'll provide direction, encouragement, and support to team members to keep energy and focus high throughout the shift.

**Team Development & Support:** You'll act as a coach on the floor, providing real-time feedback and encouragement to Sales Assistants. You'll support training for new team members and help embed best practice across service, sales, and operational processes. Your role will also involve recognising great performance and escalating any concerns to the Store Manager or Assistant Manager.

**Problem Solving & Issue Resolution:** You'll handle any customer escalations that arise during your shifts, working to resolve them promptly and in line with company policy. You'll also identify and escalate operational challenges, including stock issues, safety concerns, or staffing gaps, ensuring these are addressed quickly to minimise disruption.

## What You'll Bring to the Role

- At least one years experience in a retail or customer facing environment
- At least one years supervisory experience
- Strong communication and interpersonal skills with the ability to coach and support others.
- Reliability and trustworthiness, with the ability to take ownership of store operations.
- A positive, energetic approach and genuine passion for delivering great customer experiences.