



Director
Blanchard Building Supplies

Blanchard Building Supplies, is Alderney's leading builders' merchant and supplier of homewares, gardening supplies and fuel. Blanchard forms part of the NP Group which is a locally owned group of businesses operating across the Channel Islands. This is an exciting time for the Group, as we heavily invest in our employees, with a culture of continuous development and the goal to become 'the employer of choice'.

We are looking for a motivated, hardworking individual who can lead and manage the business. To be responsible for the successful delivery of strong business performance and sustainable growth of a business at the heart of the Alderney community.

The key responsibilities include, but are not limited to:

- Developing and executing the company's business plans and strategies to achieve short and long-term goals
- Providing strategic, market insights and operational updates and reports to the board
- Preparing and implementing comprehensive business plans to enable high levels of business performance
- Developing, implementing, and maintaining effective customer service procedures, policies, and standards. Dealing with customers & following up when required and handling & resolving issues
- Leading the businesses sales and customer engagement initiatives
- Building and maintaining relationships and networks on the island and throughout the business
- Ensuring company policies and legal guidelines are always communicated and followed
- Delegating responsibilities and supervising the work of managers, assistant managers and supervisors, as applicable, providing guidance and motivation
- Working collaboratively with the NP Group businesses and employees
- Involvement in setting marketing strategy and production of marketing literature
- Monitoring and managing stock performance, identifying new products & ensuring stocks replenished appropriately
- Helping build a well-developed and high-performing team
- Undertaking any training and personal development as required
- Acting as Resident Agent
- Other duties as assigned

Essential skills & knowledge

- Experience in a leadership role with ability to motivate and develop colleagues
- Exceptional commercial awareness, product knowledge and ability to manage business performance
- Familiarity of customer service practices & management best practices
- Organisational, problem-solving and leadership skills
- Excellent verbal, written, interpersonal & listening communication skills
- Works in a professional manner with an attention to detail
- Thorough knowledge and understanding of market changes and forces that influence the business

This is an exciting, permanent position within a growing department with an ever-improving benefits package including holiday allowance, competitive salary and bonus scheme, health insurance, pension, employee discount, employee assistance programme, training and development opportunities and more.

To apply, please email humanresources@np-group.com