



Marks & Spencer Ireland



#JOB-2409081



MARKS AND SPENCER, Unit 1, Liffey Vly Sc,
Ascail An Life, Dublin 22, D22 E6N3



No of positions : 1



Paid Position



40 hours per week



Competitive



29/08/2025



26/09/2025

How to apply

Application Method :

Not available



Open your camera app & point here to view this ad online



Colleague Manager

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

At M&S, we're evolving faster than ever before. As part of our transformation journey, we're reshaping the way we serve our customers, empower our colleagues, and deliver results. We're moving at pace, driven by innovation, agility, and a steadfast focus on excellence. If you're ready to lead with purpose, inspire teams, and make a real impact, this new role is your opportunity to be part of something extraordinary.

Lead and Inspire

- Take full accountability for direct reports, managing their end-to-end employee experience.
- Mentor, coach, and develop future leaders to build long-term succession pipelines.
- Collaborate with senior store leadership to deliver shared commercial and operational objectives.
- Act as a role model for M&S behaviours, demonstrating agility in adapting to business transformation priorities.
- Act on customer and colleague feedback with urgency, embedding a culture of continuous improvement.

Deliver with Excellence

- Ensure the store trades safely, legally, and in full compliance with regulatory and company standards.
- Lead and oversee projects such as new product launches, seasonal campaigns, and process improvements, ensuring they are delivered on time, within scope, and aligned to business goals.
- Apply structured project management methodologies (planning, resource allocation, risk management, stakeholder communication) to guarantee successful outcomes.
- Drive accurate execution of all operational processes and audit standards in collaboration with cross-functional teams.

Drive High Performance

- Lead your team to consistently deliver exceptional customer experience and measurable sales growth.
- Use data-driven insights (including PowerBI dashboards, MyHR, and workforce analytics) to monitor

performance and optimise resourcing.

-Establish stretch performance goals and raise the bar through continuous coaching and development.

People Accountabilities

- Manage the full colleague lifecycle: recruitment, onboarding, scheduling, absence management, return-to-work, and probation reviews.

- Take ownership of colleague duty of care, ensuring compliance with legal and policy obligations.

-Conduct structured performance reviews and succession planning, ensuring alignment with business transformation.

-Foster a high-engagement workplace culture by actively listening to colleague feedback and implementing actionable improvements.

Requirements

-Proven track record in retail or consumer-facing industries at a managerial level.

-Experience leading multi-level teams (e.g., Shift Leads, Sales Advisors) in a complex, fast-paced retail environment.

-Demonstrated project management skills: ability to scope, plan, and deliver business initiatives through structured methodologies (Agile/Waterfall).

- Strong digital and analytical skills, including experience with workforce systems (T&A, MyHR) and data visualisation/reporting tools (PowerBI).

- Demonstrated ability to deliver change initiatives and manage people through rest

- **Sector:** wholesale and retail trade; repair of motor vehicles and motorcycles

Career Level

- Managerial