

between the lines

**JOB
DESCRIPTION**

Position: PART-TIME GIFT ADVISOR

Branch: Tunbridge Wells Branch

Main Duties & Responsibilities:

To provide an attentive and efficient service to our customers, carry out all duties as instructed by Management accurately adhering to Company systems in order to maximise sales.

REPORTING TO: Branch Manager

Key Result Areas

- Sales/Customer Service
- Cash Procedures
- Security
- Stock Control and Display
- Personal Appearance/Manner and Attitude
- Housekeeping
- Training
- Health & Safety

Sales/Customer Service

- Be aware of the customer at all times
- Ensure the highest standard of service, offering help and assistance when required
- Ensure that all customers are acknowledged, assisted and advised when making a purchase
- Achieve multiple sales where possible in order to meet sales targets
- Be fully aware of all promotional activities in store and utilise to gain maximum sales for your store

Cash Procedures

- Assist at the till as required by Branch management
- Ensure Company till procedures are followed fully and correctly at all times

Security

- Maintain the necessary safeguards to protect Company cash and stock
- Follow all security measures applicable to your store
- Ensure your personal belongings are safely secured
- Minimise stock loss and shrinkage
- Ensure Company security procedures are followed at all times

Stock Control and Display

- Ensure all deliveries are accurately checked and discrepancies reported to Management
- Ensure all inter-branch transfers are actioned correctly
- Maintain Company standards on stock layout, display, pricing, ticketing and overall presentation

Personal Appearance/Manner & Attitude

- Maintain your appearance to Company standards, including personal hygiene
- To be friendly and approachable at all times
- To be able to communicate with customers and all other staff in a relaxed and friendly manner

Housekeeping

- Follow the principles of good housekeeping, handling stock and equipment with care at all times
- Always keep shop floor and stockroom tidy

Training

- Attend and participate at all training sessions on/off the job as requested

Health & Safety

- Be aware of your responsibilities under the H&S Act
- Know and carry out when necessary the store's fire, accident and reporting procedure
- Use common sense and report any hazards to your Branch Manager.

In general to assist the Store Manager in any other reasonable duties that will be asked of you in the day-to-day running of the store.

This position carries a six-month trial period, during which either side can give one weeks notice of termination of employment.

Hours

Generally, your working hours consist of a two-weekly rota. You will work between 18 and 25 hours per week and this may include every other Saturday and Sunday.

Extra hours over and above your regular hours of employment will be required from time to time to cover for holidays, sickness and seasonal trading peaks. Leading up to our main trading events we also open Sundays and you will be expected to take part in these extended hours. This will include taking part in seasonal out-of-hours fill-ups in your branch.

Remuneration

You will be paid between £5.85 and £6.50 per hour dependent on experience.

For further details please call Isolde Lambird, our Tunbridge Wells Store Manager 0845 123 5316.

Please note that more information about our company can also be found on our website at www.between.co.uk