

# between the lines

Job  
Description

**Position:** BRANCH MANAGER

**Branch:** SEVENOAKS

## **Main Duties & Responsibilities:**

To provide an attentive and efficient service to our customers, carrying out all duties as instructed by Management and accurately adhering to Company systems and procedures in order to maximise the profitability of your store.

**REPORTING TO:** AREA MANAGER

## Key Result Areas

- Making sure Customer Care Standards are maintained
- Taking responsibility for reaching set financial targets
- Being completely familiar with all stock, cash and security procedures
- Timely completion of all administrative paperwork is essential
- 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 add-on sales where possible in order to meet sales targets, without pressure selling
- Be fully aware of all promotional activities in store and utilise to gain maximum sales for your store

## Cash/Till Procedures

- Assist at the till as required
- Ensure that all staff follow Company Cash and Till procedures 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 all personal belongings at your branch are safely secured
- Minimise stock loss and shrinkage
- Be key holder for your branch

## Stock Control and Display

- Ensure all deliveries are accurately checked and discrepancies reported to Head Office
- 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 ensure that your team also complies with the above guidelines
- 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
- Timely completion of weekly paperwork is an essential part of this position
- Organise cover for Staff holidays and sickness absence – you are responsible for the appropriate and efficient staffing of your store rotas

## Training

- Attend and participate in all training sessions on/off the job as requested
- Attend quarterly Manager's meetings at Head Office
- Hold 6-weekly Staff meetings at branch level
- Train your sales team in all procedures

## 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 the Managing Director
- Encourage you team to take responsibility for their part in their own Health and Safety

In general to assist Management 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 party can give one weeks notice of termination of employment.

Your store will be open on Sundays and you will be expected to organise your team to cover these.

## **Hours of Employment**

40 hours per week minimum, based on a 2-weekly rota, working **every** Saturday. 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 and these will include some Sundays. Managers always work all Saturdays in the last six weeks leading up to Christmas.

## **Remuneration**

<b>Up to 24K</b>	<b>Salary dependent on experience</b>	Paid holiday entitlement of 5.6 weeks (incl. Bank Holidays)
		30% Staff Discount, Bonus scheme & Private Medical Health Cover after completion of trial period

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