

# between the lines

JOB  
DESCRIPTION

**Position:** WEEKEND GIFT ADVISOR

**Branch:** REIGATE

## **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.

## Hours

Generally, your working hours consist of a two-weekly rota and your hours are shown here.

Please note that the rota may change at any time for operational reasons.

### Week One

Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total hours
From	-	To	From	-	To	From	-	To	From	-	To	From	-	To	From	-	To	From	-	To	
OFF		OFF	OFF		OFF	OFF		OFF	OFF		OFF	OFF		OFF	10:00		18:00	OFF		OFF	7

### Week Two

Monday			Tuesday			Wednesday			Thursday			Friday			Saturday			Sunday			Total hours
From	-	To	From	-	To	From	-	To	From	-	To	From	-	To	From	-	To	From	-	To	
OFF		OFF	OFF		OFF	OFF		OFF	OFF		OFF	OFF		OFF	10:00		18:00	OFF		OFF	7

You will have a 1 hour unpaid lunch break.

Extra hours over and above your regular hours of employment will be required from time to time to cover for holidays, sickness, seasonal trading peaks and other unforeseen emergencies – this will include some Sundays. This may also include taking part in seasonal out-of-hours fill-ups in your branch.

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

## **Remuneration**

Aged 21 and over	£6.35	Enhanced Rate for Sundays & Bank Holidays (£8 / hour)
Aged under 21	£5.50	Paid holiday entitlement of 5.6 weeks (incl. Bank Holidays) 20% Staff Discount and Bonus Scheme on completion of trial period.

For further details please call Dora Jakab, our Reigate store manager on 01737 226671.

**Please note that more information about our company can also be found on our website at [www.between.co.uk](http://www.between.co.uk)**