

# between the lines

*A multi-award winning Gift and Card retail business with 12 stores across the South East, specialising in beautiful gifts for friends, family and the home as well as unique art cards and gift books*

## Store Manager - REIGATE

Are you:	Do you have:
positive, calm rational, kind great at communicating genuine and honest dedicated and committed careful and accurate willing & flexible	a big sense of team spirit integrity loyalty a fun sense of humour

Do you believe:
in working together with a common purpose in working in an environment that is happy, busy, uplifting, inspiring in making a difference in flying high rather than scraping by

Then come and talk to us about managing our Reigate Store!

### **Main Duties & Responsibilities:**

We are looking for an excellent work ethic. A real desire to broaden your skill set, the ability to lead your team and to view your store as your own business, 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.

We expect a high level of commercial acumen and good team management, skills coupled with outstanding Customer Service skills and a willingness to work together in a team with a common purpose.

### **Reporting To**

Area Manager / Managing Director

## **Key Result Areas**

- Ensuring our excellent 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 our customers at all times

Ensure the highest standard of service, actively engaging with our customers

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

Ensure that your team also complies with the above guidelines

Be friendly and approachable at all times

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 the shop floor and stockroom tidy

## **Management**

Team Motivation & Training, Appraisals & dealing with disciplinary issues

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

Overseeing all operational elements and ensuring that the day to day running of the store is seamless and efficient

Represent the business at the town's Chamber of Commerce meetings and any incidental meetings that are of benefit to the business and the store

## **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 Health & Safety 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 your team to take responsibility for their part in their own Health and Safety

In general you would be expected to assist Senior 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 (with a day off during the week). Please note that NO holidays are permitted in September, November and December during our incredibly busy trading months. The equivalent of one weeks holiday is permitted between 1st and 31st October.

## **Remuneration: Salary available on application**

Paid holiday entitlement of 5.6 weeks (incl. Bank Holidays)

30% Staff Discount

Bonus scheme

Private Medical Health Cover (after successful completion of trial period)

Workplace Pension

For further information please call Helen Philippe our HR Manager on 0845 123 5300.