

between the lines

JOB
DESCRIPTION

Position: SENIOR GIFT ADVISOR

Branch: CANTERBURY

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 | 9:00 | | 18:00 | 8:30 | | 18:00 | 13:00 | | 18:00 | 09:00 | | 15:30 | 09:00 | | 18:00 | OFF | | OFF | 35.5 |

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 | 09:00 | | 18:00 | 8:30 | | 18:00 | 13:00 | | 18:00 | 09:00 | | 15:30 | 09:00 | | 18:00 | OFF | | OFF | 35.5 |

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. This will 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

| | | |
|--------------|-------|---|
| Hourly Rate: | £7.25 | Enhanced Rate (£9.00/hr) for Sundays |
| | | Paid holiday entitlement of 5.6 weeks (incl. Bank Holidays) 25% Staff Discount and Bonus Scheme on completion of trial period. |

For further details please call Arran Dobson, our Canterbury Branch Manager on 01227 452 716.

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