

# 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*

## Part Time Gift Advisor - FARNHAM

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 working with our friendly team in our Farnham Store

### Main Duties & Responsibilities:

We are looking for an excellent work ethic and a real desire to develop your skill set. You will need to have the ability to carry out all duties as instructed by your Store Manager and Senior Management, accurately adhering to Company systems and procedures in order to maximise the profitability of your store. You will understand the importance of providing outstanding, friendly and efficient Customer Service. We expect you to have a willingness to work together in a team with a common purpose.

### Reporting To

Store Manager/Senior Gift Advisor

## **Key Result Areas**

- Ensuring our excellent Customer Care Standards are maintained
- Taking responsibility for helping your store to reach 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 customer 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**

Provide excellent service at the till point(s) as required

Ensure that all 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 your 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

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

## Training

Attend and participate in all training sessions on/off the job as requested  
Be self motivated and learn as much about our wonderful products as possible

## 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 Store Manager  
Take responsibility for your part in your own Health and Safety

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

## Hours of Employment

Extra hours over and above your regular hours of employment will be required from time to time to cover for holidays, bank holidays, sickness and seasonal trading peaks and these will include some Saturdays and Sundays. Leading up to Christmas you will be expected to take part in seasonal out-of-hours fill-ups in your branch.

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs
Week 1	13:00 - 18:00	09:00 - 14:00	11:00 - 18:00	OFF	13:00 - 18:00	OFF	OFF	21.5
Week 2	OFF	13:00 - 18:00	OFF	11:00 - 18:00	09:00 - 17:30	OFF	09:30 - 16:30	26

Please note that NO holidays are permitted in November and December during our incredibly busy trading months. The equivalent of one weeks holiday is permitted between 1st September and 31st October.

## Remuneration

**£6.85** per hour Monday - Saturday  
**£8.50** enhanced rate for Sundays  
**£9.50** enhanced rate for Bank Holidays  
Paid holiday entitlement of 5.6 weeks (incl. Bank Holidays)  
25% Staff Discount  
Bonus scheme (after successful completion of trial period)

For further information please call Marjory Wilson our Branch Manager on 01252 820780  
or Helen Philippe, HR, on 01243 578700

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