

between the lines

A multi-award winning Gift and Card retail business with 15 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 - Canterbury

We are looking for an outstanding Store Manager to join the BTL family. You will need to have a real passion for our beautiful products and a natural warmth that will enable you to deliver the exceptional customer service we are renowned for.

About You

As a Store Manager you will have an excellent work ethic and be committed to successfully managing your team so they can thrive and be the best they can be. You will be a motivated self starter who loves spending time with our customers and demonstrating to your team how to deliver exceptional customer service using your outstanding product knowledge. Your positive attitude and collaborative teamwork will be key to creating a welcoming environment for our customers and ensuring the smooth running of your store.

Responsibilities

- Ensure our excellent Customer Service Standards are maintained
- Take responsibility for reaching set financial targets without pressure selling
- Fully understand all Policies and Procedures
- Ensure all administrative tasks are completed on time
- Maintain excellent product presentation and knowledge in line with our company standards
- Follow good housekeeping principles by ensuring the store is clean and tidy at all times
- Provide excellent service at till points and ensure cash and till procedures are followed correctly
- Attend and participate in all Management training sessions
- Maintain awareness of Health & Safety compliance
- Follow all security measures as a keyholder

Hours of Employment

You will typically be working a 2-weekly rota as follows:

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs
Week 1	08:30 - 18:00	08:30 - 14:30	OFF	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	OFF	40
Week 2	08:30 - 18:00	08:30 - 14:30	OFF	08:30 - 18:00	08:30 - 18:00	08:30 - 18:00	OFF	40

You will be working a minimum of 40 hours per week. Extra hours over and above your regular hours of employment will be required to support the business. Unlike many retail outlets we do try to offer our staff a consistent rota, however flexibility is required with adequate notice. Please note that no holidays are permitted in September, November and December during our incredibly busy trading months.

Rewards and Benefits

Salary Up to £23k

Bonus scheme (*after successful completion of 6 month trial period*)

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

30% Staff Discount

Private Medical Health Cover

Workplace Pension

For further information please email Amanda Smart on amanda@between.co.uk