

# between the lines

*A multi-award winning Gift and Card retail business with 13 stores across the South East and London, specialising in beautiful gifts for friends, family and the home as well as unique art cards and gift books*

## Seasonal Gift Advisor - HASLEMERE (v1.4 - Sep2017)

### are you:

- positive and quick to learn
- effective, great at communicating
- genuine & honest
- dedicated & committed
- careful & accurate
- willing & flexible

### do you have:

- integrity
- a love of Christmas
- loyalty
- a big sense of team spirit
- the desire to achieve excellence in everything you do

### do you believe in:

- between the lines!
- working together with a common purpose
- working in an environment that is happy, busy, uplifting and inspiring
- making a difference
- flying high rather than scraping by

If the answer to the above is a resounding YES, come and talk to us about joining our great sales team and supporting them to make shopping at Between The Lines this Christmas an uplifting, festive and warming experience.

### **YOU WILL BE REPORTING TO:**

Branch Manager or Senior Gift Advisor in Manager's absence

**Although this is a temporary position, you will be acting as an ambassador for the 'between the lines' brand, and will quickly become a valued and very important member of the team. Reliability, passion for retail and delivering the very best level of Customer Service are vital for this role.**

# Key Results Areas

- Outstanding Customer Service
- Cash/Sales/Till Procedures
- Security - awareness and prevention of shoplifting
- Personal Appearance/Manner and Attitude
- Housekeeping
- Training
- Health and Safety

Listed below is a brief overview of what's involved in each Key Result Area:

## Sales/Customer Service

Be aware of the Customer at all times

- Ensure the highest standard of service, offering help and assistance when required
- Ensure Customers are priority at all times, demonstrating an ability to balance acknowledging and helping Customers with getting the job done
- Use active listening skills to help identify the Customer's needs and source the correct gift/product by using open ended questions to truly identify what the Customer is looking for
- Learn as much about our lovely products as possible, so that you can enthusiastically and genuinely help our Customers
- Handling all Customer enquiries and remaining calm and positive during ALL Customer interactions, including challenging situations. Knowing when to involve your Manager or a Senior Team Member
- Achieve multiple sales where possible, without being pushy, 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 manager
- 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 by being aware of suspicious behaviour
- Ensure Company security procedures are followed at all times

## 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
- Maintain excellent housekeeping standards to the shop front, shop floor and behind the scenes, helping to keep all areas clean and tidy

## Training

- Attend and participate at all training sessions on/off the job as requested. There will definitely be at least one Staff Meeting in the evening that you will be required to attend

## Health & Safety

- Be aware of your responsibilities under the H&S Act, and take full responsibility for your own safety and that of others
- 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.

As you can imagine, there's an awful lot going on behind the scenes in our stores to make them run smoothly at this busy time of year and we can't possibly list everything on here. Joining one of our great store teams does mean that we'll expect you to take part in anything that needs to be done in order for your store to have the best Christmas yet.

## Hours

Please note that the rota may change at any time for operational reasons, although this is usually quite unlikely for a seasonal position.

**Here are the various positions we have available at this store:**

job	work days	hours	lunch break	weekly paid total hours	start date	end date
C	SATURDAY	10:00 - 16:30	½ hr unpaid	6 hrs	ASAP	23/12/2017

Extra hours over and above your regular hours of employment may be required from time to time to cover for any emergencies. Some extra hours will also be required as you will be taking part in our seasonal out-of-hours fill-ups in your branch. More information about this is available from the Store Manager.

Before accepting this temporary position you should be aware that you will become a hugely important part of our team, who will be relying on you to fully complete your contract.

## Remuneration

Monday - Saturday:	<b>£5.25 - £7.55 p/hr</b>	dependent on age & experience
Enhanced Rate for Sundays:	<b>£6.25 - £8.00 p/hr</b>	dependent on age & experience

- Holiday entitlement of 5.6 weeks (pro rata) will paid at end of contract as no holiday can be taken during this temporary contract period
- 15% Staff Discount
- Branch Christmas Celebration Meal

*Please note Between The Lines operates a strict no smoking or vaping policy, full policy details can be available on request.*

For further information please call Teri Clapp our Area Manager on 07983 244 744.