

# 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*

## Senior Gift Advisor (Full Time) - Godalming

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

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 assisting in the management of our Godalming 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 support your Store Manager in their duties but also step into their role at times to lead the Sales Team and take full responsibility for the store in the Store Manager's absence. 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.

We expect a good level of commercial acumen and preferably some prior team management experience working in a senior role, coupled with outstanding Customer Service skills and a willingness to work together in a team with a common purpose.

### Reporting To

Store Manager

## **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**

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

Assist the Store Manager in ensuring that all Sales 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

Assist the Store Manager in ensuring that The Sales 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

## Co-Management

Assist the Store Manager with Team motivation & training

Assist the Store Manager with the timely completion of weekly paperwork

Assist the Store Manager with all operational elements and ensuring that the day to day running of the store is seamless and efficient

## Training

Attend and participate in all training sessions on/off the job as requested

Attend and assist the Store Manager with the running of 6-weekly Branch Staff meetings

Assist in the Training of your Store's Sales Staff in all procedures

## 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

Encourage the Sales Team to take responsibility for their part in their own Health and Safety

In general you would be expected to assist your Store Manager and Senior Management in any other reasonable duties that will be asked of you in the day-to-day role of Senior Gift Advisor.

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

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

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs
Week 1	OFF	08:30 - 18:00	09:00 - 17:30	09:00 - 18:00	13:00 - 18:00	09:00 - 18:00	OFF	37
Week 2	OFF	08:30 - 18:00	09:00 - 17:30	09:00 - 18:00	11:00 - 18:00	OFF	09:30 - 16:30	37.5

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. Leading up to Christmas you will be expected to take part in seasonal out-of-hours fill-ups in your branch. Please note that, depending on future operational needs your rota may change.

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

## Remuneration

**£7.25 - £9.75** (dependent on experience)

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

25% Staff Discount

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

This role is a Senior position and once trained sufficiently does require you to be in charge of the Store in the absence of the Manager, covering the Manager's holidays and sickness in addition to the weekly highlighted responsibilities in the rota above, therefore we do require applicants to be over the age of 23.

For further information please call Kate Hemingway, Branch Manager on 01483 422327 or Helen Philippe, HR on 01243 217500.