

# 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*

## Gift Advisor (Part 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 working with our friendly team in 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 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.

This role will require you to be a Key Holder working alternate Sundays **once you have been trained sufficiently** (Sunday rate £9.50 per hour). On this day you will be the Senior In Charge, therefore we do require applicants to be over the age of 23.

### 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 weeks notice of termination of employment.

## Hours of Employment

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs
Week 1	13:00 - 18:00	09:00- 14:00	12:00- 18:00	OFF	13:00 - 18:00	OFF	09:30- 16:30	27.5
Week 2	09:00- 14:00	13:00 - 18:00	12:00- 18:00	OFF	09:00 - 18:00	OFF	OFF	23.5

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 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. Please note that, depending on future operational needs your rota may change.

Please note NO holiday is to be taken during the months of November & December during our busiest trading months. The equivalent of 1 weeks holiday is permitted between the 1st September and 31st October.

## Remuneration

**£7.20 - £9.50** per hour (*dependent on experience*)

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 Kate Hemingway our Store Manager on 01483 422327 or Helen Philippe our HR Manager on 01243 217500.

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