

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

Assistant Store Manager - REIGATE

(v1.1 Oct 2014)

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 assisting in the management of our Reigate Store

Main Duties & Responsibilities:

Within this important role 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, 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 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

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 Assistant Store Manager.

Hours of Employment

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs
Week 1	09:00 - 18:00	09:00 - 18:00	08:30 - 18:00	09:00 - 14:00	OFF	09:00 - 18:00	OFF	37.5
Week 2	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	OFF	09:00 - 18:00	OFF	09:30 - 16:30	39

Based on a 2-weekly rota, working alternate Saturdays & Sundays. 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 Sundays (with a day off during the week). Please note that, depending on future operational needs your rota may change and your hours could increase up to 40 hours per week.

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

Salary to be discussed at interview
Paid holiday entitlement of 5.6 weeks (incl. Bank Holidays)
30% Staff Discount
Bonus scheme (after successful completion of trial period)