

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

Senior Relief Sales Advisor - covering the South East of England

We are looking for an outstanding Senior Relief Sales Advisor 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 Senior Relief Sales Advisor you will have an excellent work ethic and will enjoy travelling between our stores to support the Store Managers and their teams, at times you will be required to lead the sales teams. You will be committed to carrying out all duties as requested by the Store Manager to ensure the smooth running of the store. You will be a motivated self starter and understand that a flexible approach is crucial. Your positive attitude and collaborative teamwork will be key to creating a welcoming environment for our customers.

Responsibilities

- Ensure our excellent Customer Service Standards are maintained
- Take responsibility for reaching set financial targets without pressure selling
- Have a good understanding of 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 training sessions and staff meetings
- Maintain awareness of Health & Safety compliance
- Follow all security measures when opening and closing the store and cashing up

Hours of Employment

You will typically be working 40 hours per week which will include weekends. Your rota will be given to you during the week immediately preceding the week in question and will sometimes be subject to change at short notice. Extra hours over and above your regular hours of employment will be required, from time to time, to support the business.

The first 45 minutes of travel time to and from work is generally acknowledged as an acceptable commute time, so will not be paid. The salary shown below does include extra travel time incurred over and above the allocated 45 minutes.

Rewards and Benefits

Salary up to 24k

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

30% Staff Discount

Company Car for business and private use (including insurance, maintenance & fuel).

****For insurance reasons, applicants must be 23+ years of age and hold a Full Driving Licence***

For further information please call Amanda Smart on 01243 217500 or email amanda@between.co.uk