

# 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*

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## Senior Gift Advisor - Cranleigh

We are looking for an outstanding Senior Gift 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.

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### About You

As a Senior Gift Advisor you will have an excellent work ethic and be committed to supporting the Store Manager to ensure the smooth running of the store. You will be a motivated self starter who can successfully lead the Sales Team and take full responsibility of the store in the Manager's absence. 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 as a keyholder

### Hours of Employment

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

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs
Week 1	09:00 - 18:00	09:30 - 14:00	13:00 - 18:00	13:00 - 18:00	09:30 - 14:00	OFF	OFF	27
Week 2	09:00 - 18:00	OFF	13:00 - 18:00	09:30 - 14:00	OFF	09:30 - 18:00	10:00 - 16:30	31.5

Extra hours over and above your regular hours of employment will be required to support the Business. Unlike many retail outlets we do try to offer our staff a consistent rota, however flexibility is required with adequate notice.

### Rewards and Benefits

Competitive rates of pay to be discussed at interview

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

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

25% Staff Discount

For further information please call Amanda Smart on 01243 217500 or email [amanda@between.co.uk](mailto:amanda@between.co.uk)