

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 Relief Gift Advisor - Covering Hampshire, West Sussex, Surrey & Kent

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

If the above applies to you please come and talk to us about assisting in the support and management of our Stores

Main Duties & Responsibilities:

The main purpose of the Senior Relief Gift Advisor role is to support our 12 Stores as required. You need to be comfortable travelling to different locations and potentially have overnight stays as and when required. Our Store locations are in the following towns:

Midhurst - Godalming - Haslemere - Chichester - Tenterden
Horsham - Sevenoaks - Petersfield - Oxted - Reigate - Canterbury - Farnham

You will be supporting Store Managers in their duties but also stepping into the role of Store Manager at times to lead the Sales Team and take full responsibility for the store in the Store Manager's absence. You will need to carry out all duties as instructed by your Store Manager or Senior Management team, accurately adhering to Company systems and procedures in order to maximise the profitability of the store.

We expect a good level of commercial acumen and preferably some prior team management experience within a retail environment, coupled with outstanding Customer Service skills and a willingness to work together in a team with a common purpose. We are looking for an excellent work ethic and a real desire to develop your skill set in our retail stores. Previous retail experience in a customer service role is beneficial however full training will be given to the right candidate.

Reporting To

Store Manager / Senior Management Team

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 stores and utilise to gain maximum sales for our stores

Cash/Till Procedures

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

Assist the Store Managers 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 the stores

Ensure all personal belongings at your branch are safely secured

Minimise stock loss and shrinkage

Be potential key holder for all stores

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 and Sales Team in ensuring above guidelines are upheld

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

At times there could be a need for you to help assist the Store Manager but this is purely down to circumstances of where the Senior Gift Relief Advisor is sent to work and for what role they will be covering. You therefore might need to assist the Store Manager with:

- Sales Team motivation & training
- Timely completion of weekly paperwork
- 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

Make sure you are fully competent in being able to fulfil your role and ask for extra training if required

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/Senior Management Team

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

This position carries a six-month trial period, during which either party can give one weeks notice of termination of employment.

You will need to hold a full and clean driving licence

Hours of Employment

40 hours per week which will include some weekend days. Your rota will be given to you on the Friday immediately preceding the week in question. This rota will be subject to change and sometimes at short notice if the requirements in stores change without warning. The need for you to be flexible is crucial to this role. On the occasions where you are not required to work in a store then you will be asked to cover in the Warehouse/Head Office in Chichester as appropriate.

Extra hours over and above your regular hours of employment may be required from time to time to cover for holidays, sickness and seasonal trading peaks and these also will include some Saturdays and Sundays (with a day off during the week).

Any weekends that you are not available to work must be advised to Helen Philippe (HR Manager) at Head Office in writing with a minimum of two weeks' notice.

Please note that NO holidays are permitted in November and December during our incredibly busy trading months and a maximum of one weeks holiday is permitted between the 1st September and 31st October.

Remuneration

Salary up to £19k

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

25% Staff Discount

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

***For insurance reasons, applicants must be 25+ years of age**

For further information please call Helen Philippe our HR Manager on 01243 217500

Further information about our company can also be found at www.between.co.uk