

between the lines

A multi-award winning Gift and Card retail business with 15 stores across the South East and London, specialising in beautiful gifts for friends, family and the home as well as unique art cards and gift books

Store Supervisor - Store PETERSFIELD

We are looking for an outstanding Store Supervisor to join the BTL family. You will need to have a real passion for our beautiful products and a natural warmth and energy that will enable you to deliver the happy work environment and exceptional customer service we are renowned for.

About You

As a Store Supervisor you will have an excellent work ethic and be committed to supporting your Hub Manager to ensure the smooth running of the store. You will have at least two years full time experience in Retail, and are a motivated self starter who can successfully lead the Sales Team and supervise the store when your Hub Manager is elsewhere. Your positive attitude and collaborative teamwork will be key to creating a welcoming environment for our customers.

You Role

Your Hub Manager will be managing your store. Your role will be to supervise the day to day work experience for your Teams and shopping experience for our Customers.

- 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 as follows:

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Hrs
Week 1	OFF	09:00 - 18:00	10:00 - 14:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	OFF	36
Week 2	OFF	09:00 - 18:00	10:00 - 14:00	09:00 - 18:00	09:00 - 18:00	09:00 - 18:00	OFF	36

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

£10.00 per hour

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 and to submit your application, please call Marjory Wilson 07375 249688 on or email marjory@between.co.uk