

Job title: Assistant Shift Manager

Context: Assisting the Store Management you will be driving sales and maintaining company standards. You will lead from the front and ensure that your team delivers only the best customer service. Your supervisory experience and hands on approach will allow you to organise a busy workload and motivate and develop your sales staff. You will be meticulous in your back of house procedures and demonstrate a flair for presentation and sales front of house.

Reporting Line: Store Manager, Retail Performance Manager Assistant Manager

Job Purpose

To support the Store Management in leading, motivating and developing the team in order to maximize the sales potential of the store and to meet and exceed predetermined sales targets. To represent and embody the values and aims of the company.

Physical Requirements

This is an active role requiring manual handling and mobility. Your role will be shop floor focused.

Responsibilities

1. To support the Store Management at all times.
2. To be competent in all aspects of the supervisor job role.
3. To ensure the smooth day-to-day operation of the shop floor.
4. To ensure the smooth day to day operation of cash and till areas including
 - Dealing with returns
 - Customer refunds and exchanges
 - Initial handling of customer complaints and queries
 - Till reconciliations and till draw rotation
 - Implementation of emergency procedures
5. To be responsible for completing all routine weekly and monthly store administration under the guidance of your managers including:
 - Stationary requests
 - Price updates
 - Barcode checklists
 - Stock checks
6. To ensure that store deliveries are processed and completed quickly and all key best sellers are identified without delay.
7. To ensure that all staff aspire to and deliver 'outstanding customer' service in their duties.
8. To ensure excellence is achieved in all aspects of presentation of the store and team members.
9. To administer and comply with all company systems and procedures.
10. To implement and maintain company merchandising standards and directives.



11. To implement promotional activity within the store ensuring all team members are briefed and able to identify all current promotional activity.
12. To control, monitor and record where necessary all stock movements, losses and adjustments relating to the store.
13. To support the Store Management in implementing staff appraisals in accordance with company guidelines.
14. To support the Store Management in ensuring the store is staffed appropriately.
15. To assist in the recruitment, induction, and training process in the store and to coach and encourage individual team members.
16. To be a key holder for the premises and to accept responsibility for all aspects of securing and opening the premises in the absence of Manager or ASM.
17. To ensure the premises and contents including staff valuables are secure and that all visitors to the store are supervised in the non-public areas.
18. To maintain a safe working environment in accordance with current Health and Safety legislation and company policy and procedure.
19. To report and record all Health and Safety incidents.
20. To be available to cover the Store Management holiday or sickness.
21. To accurately administer all transactions handled within the store and all procedures and systems related to them.
22. To provide temporary cover at other stores when requested and where reasonable notice is given.

Values

- Demonstrates the Company's values in behavior.

- Seeks to build trust in relationships through these values.

Care Demonstrating care and respect towards customers, staff and other stakeholders.
Fairness Objectivity in dealing with others.
Enthusiasm Excited about our work and positive in approach.
Loyalty Commitment that works both ways
Honesty Truthfulness.
Outstanding Service Aiming for quality and excellence in all we do in relating to one another and to our stakeholders

Skills

1. Hands on and prepared to lead by example.
2. Commercially aware and able to drive sales.
3. Visual flair and awareness. Creative.
4. Attentive to detail in all aspects of their work.
5. Able to interpret and action written and oral instructions.



6. Organised and efficient. Able to plan and direct tasks effectively within deadlines.
7. Ability to problem solve and make effective decisions.
8. Able to easily engage potential customers. Verbally fluent.
9. Supportive, persuasive and patient. Strong leadership skills
10. Able to work within predetermined limits. E.g. procedures and systems

Competencies

1. **Enthusiastic.** Naturally outgoing and positive in outlook.
2. **Competitive.** Seeks to be the best and excel in their work. Sales focused.
3. **Practical.** Able to deal with day to day activities requiring physical and mental stamina.
4. **Accountable.** Able to give account and take responsibility for actions, is open and non-defensive towards feedback.
5. **Developing others.** The propensity to bolster the abilities of others through feedback and guidance
6. **Communication.** Skilled at listening and at sending clear, convincing and well-tuned messages.
7. **Flexibility.** Is flexible to adopt his/her methods and judgments in light of change and new goals. Deals effectively with the unpredictable and uncertain.
8. **Teamwork and collaboration.** Competence at promoting cooperation and building teams. Is able to de-escalate disagreements and orchestrate resolutions.
9. **Implementation focus.** Delivers against agreed objectives, plans and deadlines. Personally committed to achieving targets.

