

Job title: Trainee Assistant Manager (TASM)

Context: This job role is a 'gateway' to fast track 'pipeline' development from Supervisory to Assistant Manager level. You will achieve this through hands on, on the job management experience. The role is critical to our succession planning process and provides additional management resource to support a growing business.

The role requires motivated, enthusiastic and committed individuals who wish to progress their careers within the company. You also need to be flexible in your working patterns, proactive, and able to respond positively to change.

This role does not guarantee further progression. You must perform well in the role, and demonstrate that you have the commercial, people management and leadership skills required to succeed in store management.

Reporting Line: Store Manager, Retail Performance Manager.

Training

- All post holders will be required to attend designated internal 'pipeline' training courses
- All post holders must complete Supervisor modular training to level 5 whilst in post

Job Requirements

- Independently mobile and able to travel to and cover other local stores
- Available to assist on set up and refit teams on request
- Prepared to relocate to any 'local' store if requested
- To train and assist new store teams after new store openings
- To provide management cover in other stores when requested

Skills

1. Must have previous retail experience and a genuine interest in the 'brand'
2. Previous supervisory experience an advantage, or able to demonstrate basic leadership qualities through experience.
3. Qualified to NVQ level 2 or above with good levels of numeracy.
4. Excellent written and verbal communication skills.

Competencies

1. **Enthusiasm:** Can demonstrate enthusiasm in their work, in the brand, and in the product ranges. Can embrace our mission to be mad about toys. Understands the importance of a fun, and has a positive 'can-do' attitude.
2. **Competitive.** Seeks to be the best and excel in their work. Sales focused.
3. **Accountable.** Able to give account and take responsibility for actions, is open and non-defensive towards feedback.



4. **Developing others.** The propensity to bolster the abilities of others through feedback and guidance
5. **Communication.** Skilled at listening and at sending clear, convincing and well-tuned messages.
6. **Flexibility.** Is flexible to adopt his/her methods and judgments in light of change and new goals. Deals effectively with the unpredictable and uncertain.
7. **Teamwork and collaboration.** Competence at promoting cooperation and building teams. Is able to de-escalate disagreements and orchestrate resolutions.
8. **Result Driven.** Delivers against agreed objectives, plans and deadlines. Personally committed to achieving targets.

