

Assistant Manager

Job Purpose

To work closely with the Store Manager assisting in motivating the store team to increase sales, control costs, minimise loss and hit targets

To manage the daily operation of the store in the Store / Deputy Managers absence and control designated sales floor areas

Technical Skills

Service

- Consistently demonstrates A Smile In Mind and role models this behaviour in the store to ensure customer expectations are exceeded every time
- Is aware of Customer Experience results and focuses on making improvements through use of the Action Plan
- Ensures ASA's are carried out on all Advisors and feedback is directed at improving performance

Visual

- Implements new visual layouts, communicating changes and new merchandising initiatives with the team
- Updates and maintains high level displays by following retail briefs
- Manages the implementation of SALE within the department / store
- Ensures windows have high impact and are constantly updated with new products

Commercial

- Reviews commercial reports to ensure best sellers are located within prominent positions
- Accurately implements all price changes on time, ensuring the correct POS and ticketing is used
- Processes IBT's accurately ensuring all products are accounted for and the paperwork is correct

Operational

- Supports the Store / Deputy Manager in carrying out key administrative tasks
- Manages the tills to ensure smooth processing of transactions and assists in cashing up and banking
- Ensures a high level of housekeeping at all times
- Effectively deploys staff to maximise productivity

People

- Assists in the recruitment of new staff
- Inducts new staff by using the Personal Trainer and mandatory Core Modules
- Conducts 6 and 12 week reviews with Advisors, Specialists and Supervisors)
- Supports the Store / Deputy Manager with the ongoing development of staff in specific areas

Competencies

- Leadership
- Strong Communication
- Commercial Awareness
- Planning and Organising
- Problem Analysis and Decision Making
- Flexibility and Adaptability
- Developing Self and Team
- Creativity and Innovation

Business Unit / Area: Retail Operations

Reports to: Store Manager