

<b>Role Title: Assistant Manager</b>	<b>Reports to: Store Manager</b>	<b>Position Grade:</b>	<b>Direct Reports: TBC</b>	<b>Total Reports: TBC</b>
<p><b>Summary of Role Scope:</b> To support the store manager to achieve or exceed annual sales and profit contribution targets through the development and delivery of excellent customer service, VM and operational standards. To effectively manage your store to achieve Company KPI's.</p>	<p><b>Key Roles and Responsibilities</b></p> <p><b>Sales and customer service</b></p> <ul style="list-style-type: none"> <li>• Ensure staffing levels meet customer needs and are in line with budget</li> <li>• Drive and exceed sales targets</li> <li>• Drive excellence in service through coaching and implementation of Sparkle.</li> <li>• Have an awareness of the local market and develop customer opportunities</li> </ul> <p><b>Store operations/VM</b></p> <ul style="list-style-type: none"> <li>• Support the store manager in operational administration and ensure communication is completed on time in line with Company procedures and policies</li> <li>• Ensure VM/window guidelines are communicated and implemented commercially for the store.</li> <li>• Be competent in product knowledge</li> </ul> <p><b>Budget and cost control</b></p> <ul style="list-style-type: none"> <li>• Meet all budgetary and cost control targets</li> <li>• Support the store manager to ensure payroll administration is processed on time and in accordance with the process and Company policies.</li> </ul> <p><b>Security and health &amp; safety</b></p> <ul style="list-style-type: none"> <li>• Ensure compliance with health &amp; safety, maintenance and cleaning standards and take further action where required</li> <li>• Ensure staff are adequately trained in appropriate aspects of security and health &amp; safety</li> </ul> <p><b>People management</b></p> <ul style="list-style-type: none"> <li>• Support the Store Manager to recruit a high calibre team in a timely manner and in line with the Company recruitment process.</li> <li>• Ensure all new employees have completed a thorough Induction process during their probationary period in line with the Company guidelines</li> <li>• Manage team member's compliance with all Company standards, policies and procedures.</li> <li>• Support store manager in creating a live succession plan for the store.</li> <li>• Provide learning and development opportunities to team using Company materials</li> <li>• Support the store manager to ensure that performance management process is adhered to.</li> </ul>			
<p><b>KPI Dashboard</b></p> <ul style="list-style-type: none"> <li>• Sales and Profit targets</li> <li>• Average transaction value and item per customer targets.</li> <li>• Management of controllable costs</li> <li>• Control of payroll in line with budget.</li> <li>• People KPI's – labour turnover target, training and development, managing performance, absence management.</li> <li>• Reward card</li> <li>• Sparkle</li> <li>• Stockloss</li> <li>• Management Control Review</li> <li>• VM</li> </ul>				
<p><b>Key Working Relationships:</b></p> <ul style="list-style-type: none"> <li>• Store Manager</li> <li>• Area Managers</li> <li>• Retail Operations</li> <li>• Head Office support functions</li> <li>• Store Team</li> </ul>				
<p><b>Person Specification:</b> <i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Experience of managing or supervising a team.</li> <li>• Has a proven record of delivering exceptional customer service</li> <li>• Demonstrates a focus and commitment to people development</li> <li>• Demonstrates passion, drive and resilience and a can do attitude.</li> <li>• Demonstrates a sense of responsibility and ownership for the store</li> <li>• Communicates openly and effectively in a timely manner.</li> <li>• Demonstrates planning and organisational skills.</li> </ul>				