



R O M E R I L S

JOB DESCRIPTION

Assistant Manager – Outdoor Living

Our Vision

In our retail home interiors, trade centre and ecommerce businesses our vision is to be the 'Best of the Best' in customer service. We know and engage with our customers, which gives us knowledge on delivering what they want.

'Best of the Best' is at the heart of all we do, and we aim to achieve this through the excellence of our people.

Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

The Department

The Outdoor Living Department offers an extensive range of Outdoor Furniture, Spas, Stoves and Televisions.

The Role

The role is to provide comprehensive support for the Outdoor living Manager and all of his day to day duties, including Shop Floor Management, Rota Management & Customer Sales/Service Support.

Reporting Lines

Reports to the Outdoor Living manager or in his absence the Head Of Retail.

Standards

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All staff are expected to work as part of the team
- ✓ All staff are expected to work efficiently and accurately
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times

PERSON SPECIFICATION

Knowledge of:

Skills required:

- Relevant knowledge and understanding in a similar role
- A strong customer service focus, and the ability to build effective working relationships with colleagues and external stakeholders/suppliers
- The ability to work effectively in a team environment and to process deadlines
- Strong Organisation Skills with the ability to manage Rotas & Holidays
- Sound working knowledge of Windows based software packages, including word processing, spreadsheets, databases, electronic mail, and the internet

Desirable:

- Management experience, or the motivation to develop in this area

Attributes

Professional

Flexible

Reliable

Logical

Accurate and eye for detail

Organised

Common sense

Calm under pressure

Meets deadlines

Changes

Because of the ongoing diversification of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.