



R O M E R I L S

JOB DESCRIPTION

ASSISTANT MANAGER

Tools Department

Our Vision

We are a vibrant retail market leader delivering the best, enjoyable shopping experience to inspire homeowners, while giving outstanding service. We know and engage with our customers, which gives us knowledge on delivering what they want.

‘Best of the Best’ in customer service is at the heart of all we do.

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 Tool Department sells varying ranges of tools, accessories, work wear and other associated items.

The Role

As Assistant Manager, the role is to help with the smooth-running of the Tools department on a daily basis and to cover for the Manager in their absence. In addition, the Assistant Manager will take responsibility for the stock management for the department and support the manager to look at new business opportunities.

Reporting Lines

Reports to the Sales Manager, Manager of the Department or in his absence, to the Managing Director

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 tools – the different types of tools, or equipment – legislation regarding knives etc. is beneficial but not essential.

Knowledge of/Experience Required:

Stock Management	Managing a team	Sales
Business Development	Microsoft Office packages (especially Excel)	
Budgeting		

Skills required:

Effective verbal and listening	Sales	Numerate
Initiative	Problem solving	Prioritisation
Self-management	Time management	Financial awareness
Team building	People management	Negotiation
Organisation	Planning	

Personal qualities

Trustworthy	Reliable	Honest
Professional	Personable	Flexible
Calm under pressure	Tact	Discretion

PRINCIPLE DUTIES

The assistant manager will demonstrate initiative in all areas of management and specifically in stock management and sales performance. They will recommend improvements in the use of resources, including personnel, and will work within the broad directives of their manager, reporting and seeking advice when appropriate.

They will also organise activities to deliver the best care for customers possible in all aspects, including enquiries, sales, deliveries, complaints and after-sales service.

They will keep in complete confidence prices, discounts, profit margins, company performance, personnel details and similar commercial information and only discuss these matters with their manager and Senior Management.

They will also be responsible for assisting their manager in the efficient operation of the Department, to include, but not exclusive to:

1. Assisting with the efficient management of the department.
2. Ensuring customer care is exercised to its maximum.
3. Working within financial constraints and to budgets.
4. Negotiating with suppliers on all matters, but especially concerning supply and costs.
5. Making recommendations regarding products and suppliers.
6. Implementing all company policies and procedures.

Specific Responsibilities

Colleagues

1. Ensuring and maximising the effectiveness of the team and to develop current and new sales opportunities
2. Indirectly responsible for any employee whilst they are working in the department on secondment or loan
3. Organise the daily rotas of the sales team, ensuring sufficient cover of the shop floor at all times
4. Assisting with induction, training and development, appraisal, employee relations, dress code, timekeeping and absence

Stock Management

1. Take responsibility for the stock management for the department at both Dumaresq Street and La Collette
2. Ensure stock reconciliation with the in-house system
3. Conduct and manage monthly stock counts per supplier
4. Check, oversee and manage non-sellers and slow moving stock reports
5. Liaise with the sales team in relation to stock ordering and display stock
6. Organising stock for outdoor living events and the display changes in the department (occurs every 6 months)

Products

1. Gain a thorough technical knowledge of the different components, features and benefits of each product
2. Recommend and help manage a portfolio of goods for sale
3. Help develop new product ranges
4. Recommending new suppliers and prices
5. Help organise Studio displays
6. Assist with negotiating terms and conditions of supply with suppliers
7. Ensure all display and sales areas are kept clean and tidy
8. Ensure security of products on sale
9. Maintain and update all prices
10. Help maintain storage areas in a clean and tidy condition and re-merchandise as and when necessary
11. Being pro-active in learning the local retail market place.
12. Be aware of other departments' products and services

Administration

1. Take responsibility for the administration in relation to the department
2. Ensure quotations are sent in a timely manner and followed up

Financial

1. Helping achieving sales targets
2. Working with the manager to look at new business opportunities
3. Working to Sales budgets across the department

Systems

1. Recommend, develop and maintain systems of work.
2. Adhere to established systems and monitor and control accordingly.

Training

1. Help organise, implement and support all areas of training for departmental staff, especially product knowledge and customer care.

Marketing

1. Initiate and contribute to all marketing activities.

Sales

1. Deal with day-to-day sales, face to face and on the telephone.
2. Initiate own customer leads, and take from initial contact to, where necessary, site visit, measure up and on to design, quotation, pitch, order and delivery.
3. Build and maintain solid and effective working relationships with customers and suppliers
4. Process paperwork accurately and in a timely manner
5. Support the sales staff in other areas of the company as and when necessary.

Changes

Because of the diversity 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.