



SOLOMON & COMPANY (ST HELENA) PLC

JOB DESCRIPTION

DEPARTMENT	DIY Store
POST	Deputy Manager
RESPONSIBLE TO	DIY Manager
JOB PURPOSE	<p>To assist the DIY Manager with the day to day running of the Outlet.</p> <p>To provide support for strategic planning and forecasting ensuring maximum sales opportunities are captured and to take responsibility the BOU when the DIY Manager is off site.</p>
QUALIFICATIONS EXPERIENCE COMPETENCES	<p>Grade C in IGCSE Maths/English or equivalent</p> <p>RSPH L1 Food Safety or equivalent</p> <p>L2 customer service training or equivalent</p> <p>Competent in the use of MS Word/Excel and Database Software.</p> <p>3 years' experience in a supervisory position and/or relevant staff management position.</p>
SPECIAL CONDITIONS	Working unsocial hours

JOB OUTLINE

CORE ROLE

- To ensure that customers receive a high standard of service and to deal with customer complaints and queries pertaining to stocks.
- Monitor and manage staff performance, encouraging continuous staff development in conjunction with the manager through staff appraisals and training where necessary.
- To ensure that staff are present and to assist with the allocation of their daily duties.
- To ensure that health and safety requirements are met and that high food & hygiene and safety standards are adhered to especially in accordance with HACCP and the handling of hazardous stock lines.
- To ensure that stock is displayed correctly, maximising the available space with updated prices.
- Assist with the administration of all point of sales electronic facilities.
- To assist with the daily cash and credit sales checks in accordance's with the cash handling policy.
- To assist with the monitoring of stock, sales turnover and best before dates including the organising and carrying out cycle counts in line with the current financial policies.
- To check and receive stores accurately and to manage/report any discrepancies within the given financial policies.
- To assist with off-loading of stores and ensuring that the storerooms are kept clean, stock is rotated under the FIFO principles and that H&S requirements are adhere to.
- To assist the Data Clerk in the completion of shop processes and procedures as and when required, including the completion of electronic templates if necessary.
- To facilitate and support sales recommendations and events enabling the BoU to maximise profits.
- To ensure that all cash is safely secured, equipment made safe and that the building is secured at closing time.
- Any other related duties as necessary or required by Management.

DEPUTY MANAGER ROLE

- Manage both operational and administrative supervisors ensuring the smooth running of the operation.
- To maintain a highly motivated team and to effectively manage staffs expectations and concerns.
- To assist the Manager in developing and implementing the strategic direction of the BoU.
- To work in direct alignment with the Safety & Compliance Officer to ensure practises are up-to-date and meets both internal policies and external legislation.
- Support and assist with the compiling of variance reports and operational budgets.
- To check monitor and control departmental operating costs.

- To oversee marketing and promotions within the BOU with the aim of increasing sales through capturing and expanding market share.
- To ensure that customers receive a consistently high standard of service.
- To oversee and inform on the BOU stock range, ensuring that they are in line with market trends.
- To ensure that orders are submitted in a timely manner.
- To have overall responsible for cash control and security.
- To deputise for the Manager.

JOB SPECIFIC RELATED RESPONSIBILITIES

DIY

CORE ROLE

- To ensure the shop and all store areas are safe and that there is provision in the main store for receiving cargo.
- Responsible for recording time sheets, processing price adjustments and distributing stock to other internal BoU's from company orders.
- To support the cargo operation and the distribution of stock over multiple secured sites.
- Preferably conversant with Word, Excel and Access Dimensions for the carrying out administrative support.

DEPUTY MANAGER ROLE

- To collaborate with the procurement team with order discrepancies and replacement stock to limit stockouts.
- To oversee staff rotas, including cover and festive events, ensuring the level of service is maintained.
- To oversee reorganisation of the floor display space within each financial year to meet changing customer demands and expectation.

PERSON SPECIFICATION

- Excellent organisational and communication skills with the ability to prioritise, multi-task and delegate as appropriate
- Ability to lead and motivate a team
- Ability to use own initiative and make appropriate decisions in a responsible and timely manner
- Reliable & Trustworthy
- People focused with excellent interpersonal & communication skills
- Positive work ethic and able to motivate and mentor staff members
- Ability to work independently

- Working towards critical deadlines
- Leads by example and demonstrates integrity at all times
- Demonstrate accuracy with a good understanding of stock management
- Receptive to constructive feedback
- Positive approach to continuous professional development
- A passion for excellent customer service delivery and ability to engage effectively with all customers
- Committed to continuous quality and service excellence
- The capability to work in a fast-paced environment and achieve targets
- Ability to work calmly under pressure