

JOB DESCRIPTION

JOB TITLE: ASSISTANT SHOWROOM MANAGER

DEPARTMENT: RETAIL

BASED: CARDIFF RETAIL SHOWROOM

REPORTS TO: SHOWROOM MANAGER

PURPOSE OF THE ROLE

Part of the Retail Team, responsible for assisting the Manager in the day to day running of the showroom, and management of the sales team in addition to actively selling our extensive portfolio of premium tiles to trade and retail customers.

MAIN RESPONSIBILITIES

- Key holder – opening and closing the showroom.
- Assisting the Retail Manager in the running of the showroom.
- Managing, supervising and motivating staff.
- Training and developing new and existing team members.
- Monitoring and maintaining monthly sales targets.
- Identifying areas in the product range where improvements are required.
- Liaising with other departments where required.
- Assisting with showroom paperwork.
- Developing in-showroom displays.
- Dealing with customer complaints.
- Banking duties.
- Serving and assisting customers – providing a high level of expertise and knowledge.
- Generating new sales through local businesses.
- Processing sales/cash handling.
- Showroom security/health and safety.
- Stock replenishment.
- Maintaining up-to-date POS.
- Housekeeping.
- Continually learn about new products and ranges.

HEALTH AND SAFETY

- Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

These are the main functions of the job but the incumbent may be required to carry out other duties as may be reasonably required to meet the demands of the business.

PERSON SPECIFICATION

To succeed in this role the person needs to:

- demonstrate excellent customer services skills;
- be responsible;
- be a team leader/motivator;
- possess good communication/delegation skills ;
- have decisiveness;
- be a problem solver;
- be numerate;
- be approachable, friendly and polite ;
- be able to lift product;
- demonstrate computer literacy;
- be able to follow instruction without supervision;
- be organised;
- be knowledgeable in aspects of DIY (willing to learn technical aspects).

Experience in the home improvements sector is desirable.

A full (ideally clean) driving licence would be an advantage.

REMUNERATION AND BENEFITS

We offer a competitive salary and benefits including a contributory pension scheme, 23 days holiday (increasing to 26 days with service) plus public holidays, staff discounts, death in service cover and Medicash Healthcare Cashplan (including shopping, travel and gym discounts). In addition there is structured training and the potential for career progression within our growing dynamic company.

BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED

Please refer to the following websites: www.clayandrock.co.uk
www.originalstyle.com

LOCATION

Original Style's retail showroom in Cardiff can be found at Unit 2, Dragon Retail Park, Newport Road, Cardiff, Wales, CF23 9AD

HOW TO APPLY

Applicants should send their CV and a covering letter (including salary expectations) to Jade Calvert, Human Resources Advisor preferably by email to jcalvert@originalstyle.com or by post to Original Style Limited, Falcon Road, Sowton Industrial Estate, Exeter, Devon, EX2 7LF.