

## **JOB DESCRIPTION**

**An exciting opportunity has arisen for an outstanding Retail Assistant Manager to work in one of our inspiring, design-led tile showrooms. Our showrooms offer a wealth of ideas and our sales team are passionate about creating a fantastic shopping experience for our customers. We focus on combining expert knowledge with a friendly and welcoming approach and we are passionate about helping people transform their homes with beautiful tiles. We're looking for the right salesperson to join our team and manage the day-to-day running of the showroom, the sales team and to actively sell our extensive portfolio of premium tiles.**

**If you enjoy working in a busy, fast-paced environment and you have excellent communication and interpersonal skills, this may be the right opportunity for you. The ideal candidate will be a natural leader and brand advocate, able to successfully represent our core values of excellent customer service, as well as showcase experience and knowledge of tiles and interiors. With our commitment to continual growth and development, now is an exciting time to join the Original Style team.**

Original Style has celebrated over 30 years as a successful tile manufacturer, importer and distributor, and a leading global tile supplier with a strong presence in 48 countries worldwide. We have been producing high quality tiles in our factory in Exeter, Devon, since 1986 and we offer a wide range of products - from contemporary large format wall and floor tiles to hand-finished glazed tiles designed in-house. Tiles are our craft and we are committed to manufacturing using traditional techniques teamed with state of the art technologies. We also source original and innovative tiles for our collections from across the globe, such as our unique glass products and mosaics, enriching our collections for a truly versatile choice. The key to our success is the experience of our highly skilled designers and craftspeople, showroom experts, customer service and all support functions who make it a priority to ensure customer experience excellence throughout each stage of their journey with us.

With circa 235 employees, 12 tile showrooms and a global network of retailers, Original Style is committed to continuous development as an industry leader. We have ambitious plans to open more of our own retail showrooms and to grow as a business. Your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.

**JOB TITLE:                   RETAIL ASSISTANT MANAGER**

**DEPARTMENT:             RETAIL**

**BASED:                        DURHAM RETAIL SHOWROOM**

**REPORTS TO:                RETAIL 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.
- 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 and death in service cover. 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.ostileshop.uk](http://www.ostileshop.uk)  
[www.originalstyle.com](http://www.originalstyle.com)

## **LOCATION**

St Andrews Park, Durham.

## **HOW TO APPLY**

**Applicants should send their CV and a covering letter (including salary expectations) to Diane Smith, Human Resources Manager preferably by email to [dsmith@originalstyle.com](mailto:dsmith@originalstyle.com) or by post to Original Style Limited, Falcon Road, Sowton Industrial Estate, Exeter, Devon, EX2 7LF.**