

ASSISTANT SHOP MANAGER

MARYLEBONE

Reports to: Shop Manager

General Summary:

The assistant shop manager shares the overall responsibility for the running of the shop with the shop manager, consistent with the short and long term interests of the company, its employees and customers. You will consistently provide our customers with the highest level of service possible and help the shop manager in overseeing the shop team in achieving goals and monitoring staff. You will also aid in planning ahead and understanding the needs of the shop, through effective stock management and staff planning, whilst working to deadlines and goals. You will assume responsibility for all operational standards in the absence of the shop manager.

Essential Job Functions:

Customer Service

- Instil in the employees the meaning and importance of LABOUR AND WAIT customer service
- Promote and monitor customer service quality among staff through training and by acting as a positive role model
- Informing customers of when out of stock products are due to return and how they can be notified
- Be available to all customers to communicate and identify their needs and address their questions or concerns

Operations

- Assume responsibility for opening and closing the shop and securing all assets
- Maintain an efficient ordering system to ensure that all necessary shop products and office supplies are available
- Maintain all building mechanical systems; issues that cannot be rectified should be reported to the shop manager
- Maintain shop security system, including building security and cash handling (including the weekly banking of cash)
- Maintain clean, tidy and well-organised stock-rooms, kitchens and shop floors

Stock Management

- Maintain stock accuracy by overseeing correct product input into the till system
- Help conduct stock takes once every three months to ensure up to date stock accuracy
- Help run biweekly stock transfers on set days ensuring the Workroom receives all information by set deadlines, including Dover Street Market
- Ensure stock is processed, priced and stored in the appropriate way
- Make sure damaged or faulty goods are processed in a timely, accurate manner
- Protect company assets through staff training and promoting awareness of loss prevention

Personnel

- Aid in the hiring of people for the shop who pursue passions that relate to our products and philosophy
- Encourage and motivate employees so that each person contributes to the productivity of the shop
- Ensure employee performance and standards are upheld in regards to customer service
- Delegate work load appropriately and effectively
- Assist with monthly catch-ups and biannual reviews with all staff
- When necessary, discipline employees consistent with the company disciplinary policies

Communication

- Assistant in basic reporting including but not limited to weekly sales and best sellers lists
- Maintain open and positive relations with all parts of the company
- Give feedback to the team with customer comments and employee opinion
- Ensure the company policy and procedures are communicated in a timely manner and adhered to accordingly



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Leadership, Training and Staff Development

- Develop and support a positive attitude towards all members of Labour and Wait
- Maintain employee attitude and morale by recognising outstanding performance and service
- Assist in new hire training for new employees
- Provide an "open" policy where staff are free to express their concerns/feelings without fear of retribution or ill will

Visual Merchandising

- Maintain high merchandising values that reflect the LABOUR AND WAIT philosophy
- Make sure products are replenished on the shop floor promptly and that all available products are displayed
- Make sure all products are clean of dust and marks, and are not damaged

Dover Street Market

- Help manage the week to week operations of our Dover Street Market space

Legal Compliance

- Use all relevant Health and Safety policies in order to maintain safe working conditions for employees and customers. Prevent and resolve safety concerns quickly
- Ensure shop security from internal and external theft and know the proper apprehension and prosecution procedures

Other Job Functions

- Perform additional duties as assigned by the shop manager and/or other senior staff

Physical Requirements

- Able to stand/walk for extended periods of time; necessary for shop floor coverage
- Able to reach overhead, bend, squat, kneel, and carry; necessary for customer service, inventory and merchandising
- Able to walk up and down staircase, carrying boxes, product, and other necessary shop related items
- Able to perform shop maintenance items: sweep, vacuum, empty rubbish, clean, etc.
- Able to safely lift boxes up to 25kg
- Comfortable in climbing ladders
- Available to work shop schedule Monday to Sunday with flexibility for stock-takes, out of hours maintenance, etc.

Minimum Job Qualifications

- Ability to give clear directions and set expectations for staff
- Excellent organisational and communication skills
- Apple Mac and iPad proficient
- Accuracy and attention to detail
- Self-motivated
- Able to train and delegate effectively
- Ability to problem solve
- Ability to work with team

Employee Conduct

It is the responsibility of every employee to contribute to a positive work environment through cooperative and professional interactions with co-workers, customers and vendors / visitors.

