



## **JOB DESCRIPTION**

<b>Position Title:</b>	Assistant Manager Belfast John H Lunn (Jewellers) Limited
<b>Department:</b>	Operations Department
<b>Status:</b>	Permanent
<b>Reports To:</b>	Store Manager
<b>Direct Reports:</b>	Sales Team

### **Position Summary: Assistant Manager Belfast**

The Belfast Store Manager, together with all other store Managers, reports to the Operations Director. The Assistant Manager reports to the Store Manager. Under the general direction of the Store Manager, the key aspects of this role are to assist the Store Manager to:

1. effectively and efficiently manage all commercial aspects of the day-to-day business of the store (the Assistant Manager will be given specific responsibilities for the commercial management of the store),
2. effectively manage all members of store team, including the selection, induction, performance management, motivation and development of individuals and the store team and
3. identify and subsequently implement ongoing improvements to all aspects of the store (the Assistant Manager will be given specific responsibilities for identifying improvements in certain work areas and for developing & implementing associated plans)

By working closely with the Store Manager, the store Assistant Manager will play a key role in implementing the store's plans to allow the achievement of its objectives.

### **Primary Duties/Responsibilities:**

1. Assist the Store Manager to produce annual objectives for the store.
2. Assist the Store Manager to produce an annual business plan to deliver the agreed objectives, including a financial budget. Subsequently, assist the Store Manager to report progress in writing each month against the implementation of this plan to the Operations Director.

3. Assist the Store Manager in the effective and efficient management of all commercial aspects of the day-to-day business of the store, including rigorous adherence to the stock and cash control policies and procedures. The Assistant Manager will be given specific responsibilities for the commercial Management of the store at the discretion of the Store Manager. The Assistant Manager will have specific client development requirements.
4. Assist the Store Manager to effectively select, manage, motivate and develop all members of the store team to ensure that all store objectives are met, especially in the following areas;
  - Individual sales objectives
  - Operational standards
  - A “winning” team culture
  - Customer satisfaction
  - Client development

The Assistant Manager will be given responsibilities for the direct management of a small number of the store team, especially the performance management, motivation and development of these direct reports.

5. Assist the Store Manager to ensure that there is effective external liaison with all customers and suppliers and, in particular, ensure that all complaints associated with the store are handled in line with Lunn’s policies, procedures and standards.
6. Assist the Store Manager to develop a continuous improvement ethos throughout the store team that touches every aspect of the business of the store, by developing annual improvement objectives for the store and subsequently implementing plans to deliver these objectives. The Assistant Manager will be given specific responsibilities for identifying improvements in certain work areas and for developing & implementing associated plans.

### **Hours**

- 5 days per week, 41.25 standard hours (typically 08.30am-17.30 or equivalent on late nights)
- Monday – Sunday with rotating days off
- The position requires flexibility during working hours to enable the best possible use of time available. There may also be a requirement for additional hours to cover late night trading, which will be treated as overtime.

## **Person Specification**

### **Essential Criteria & Minimum Qualifications:**

- GCSE English and Maths B grade or above (or equivalent)
- Minimum 1 years' experience in a supervisory/management role
- Minimum of 1 years' experience monitoring sales against target
- Minimum of 1 years' experience in a sales role

### **Desirable criteria**

- Previous experience in the Jewellery industry
- Previous experience in luxury retail
- Jewellery industry qualifications

### **Expected Attributes and Characteristics**

- Persuasive skills
- Excellent interpersonal skills
- Analytical
- Effective leadership skills
- Adaptability
- Self-motivated