

ROLE PROFILE

Job Title	Assistant Manager		
Location/Team	Store Based		
Reports To	Store Manager		
People Responsible For	Sales Consultants / Supervisors		
Job Purpose <i>(a simple statement to clearly identify the objective of the role)</i>			
<p>Being an ambassador for the Goldsmiths brand, as an Assistant Manager you will be an inspirational and motivational member of the team who will assist the Store Manager to ensure that operating processes and procedures are maintained and continually improved providing a streamlined, customer orientated service. Working with the Store Manager to lead, motivate and develop the team you will be strategic and change orientated and drive this in a consistent manner across your Store.</p> <p>A role model in Store you will have an impressive record of business development and with excellent people skills you will help to drive the business forward; sharing your passion about our fantastic products.</p>			
Essential Experience / Attributes		Desirable Experience / Attributes	
<ul style="list-style-type: none"> • Proven record of delivery in a retail environment • People, sales and customer focused • Previous retail management experience • Experience of leading and developing a team • Managing and delivering operating costs and identifying suitable efficiency improvements • IT literate 		<ul style="list-style-type: none"> • Jewellery and watch product knowledge • External jewellery qualifications • Experience of working in a luxury sales environment • Clienteling / event management 	
Core Accountabilities			
<p>As an Assistant Manager you will act as a support to the Store Manager within the business, providing a link between Head Office, Retail Operations and our customers.</p> <p>You will be accountable for delivery in the following areas:</p> <ul style="list-style-type: none"> • Assisting the Store Manager in leading and motivating your team to increase sales and ensure efficiency whilst creating a luxury sales environment • Reviewing sales figures and putting forward recommendations to drive the business forward • Competitor analysis • Driving a high level of customer service • Assisting with recruitment, performance management and training • Conducting appraisals and performance reviews alongside the Store Manager • Continuous development of staff • Communication of business initiatives • Adhering to policies and procedures at all times 			
Our Vision			
<p>To be the best watch and jewellery retailer..... Inspiring our colleagues, working together with our suppliers, amazing our customers and creating memories that last a lifetime</p>			