



Paul Smith

Information Pack for Applicants
For the post of Retail Assistant Manager



Job Description:

JOB DESCRIPTION

JOB TITLE: Assistant Manager (Retail)

POSITION HELD BY:

REPORT TO: Shop Manager
Area Manager


DEPARTMENT:

1. JOB SUMMARY

To effectively support the Shop Manager in the overall running and operation of the Shop.
To achieve and exceed set financial targets.

2. SPECIFIC RESPONSIBILITIES

- 2.1. To maintain and increase sales throughout the year and achieve set financial targets
- 2.2. To liaise and update the Shop Manager regarding financial budgets and weekly reports relating to the shop, in the absence of the Shop Manager.
- 2.3. To effectively manage all the shop staff in close liaison with the Shop Manager and Area Manager with all matters relating to the staff within the shop, with particular reference to recruitment, induction, training, discipline and appraisals. To ensure that correct staffing levels are maintained at all times.
- 2.4. To ensure weekly financial reports are accurately completed and communicated to the rest of the team.
- 2.5. To attend shop meetings to discuss sales targets and shop objectives and provide relevant information on these matters.
- 2.6. To maintain an excellent level of customer service at all times within the shop.
- 2.7. To assist the Shop Manager and ensure in their absence, that the shop has the correct levels of stock and that replenishment orders are placed, as required, in close liaison with the Retail Merchandising team. This must be done on a weekly basis.

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- 2.8.** To assist the Shop Manager and ensure in their absence, that the shop is always merchandised to the Company's desired standard and that, with liaison with the Display Department, the shop displays are changed weekly.
 - 2.9.** To assist the Shop Manager to ensure that weekly and seasonal deliveries, goods in & out and miscellaneous stock procedures are undertaken as per the set Paul Smith Retail guidelines.
 - 2.10.** To ensure that the staff are given relevant product training throughout the year.
 - 2.11.** To ensure that the shop complies with the Company's Health and Safety Policy. This will involve liaison with the Shop Manager, and the Company's Health and Safety Officer.
 - 2.12.** To maintain, during the Shop Manager's absence, close communication with the Buying Office, Press Office and Retail Office, to ensure that up to date and relevant information is relayed.
 - 2.13.** To ensure that all shop staff are well presented and portray an appropriate Company image.
 - 2.14.** To ensure (depending on the shop) that the shop is opened and securely locked and alarmed as required. This must be done, for security reasons, in the presence of a fellow member of staff.
 - 2.15.** To maintain close communication with the Company's HR Manager and HR department.
 - 2.16.** To ensure a close link is maintained with the Company's Head Office.
 - 2.17.** To attend Shop meetings to discuss budget and shop objectives and provide relevant information on these matters.
 - 2.18.** To have an awareness and understanding of the Company's disciplinary procedures as stated in the Company Handbook.
 - 2.19.** To assist in managing staff performance with support from Human Resources.
 - 2.20.** Any other related duties as outlined from time to time by the Shop Manager and the Area Manager.

PERSON SPECIFICATION:

Job Title: Assistant Shop Manager. Department: Retail

CRITERIA	ESSENTIAL	DESIRABLE
Attainments / Educational Level / Qualifications	<p>Minimum educated to A level standard / GCSE grade C or above in English and Maths or equivalent, or high level of practical attainment.</p> <p>Advanced computer literacy in Excel and Word.</p>	Fashion, retail, design, art, management related qualification.
Experience	<p>Previous proven Deputy or Assistant Manager experience in high fashion retail. Skilled at increasing Retail sales.</p> <p>Proven practical man management skills.</p>	Used to working with a variety of people.
Intelligence / Aptitudes	<p>Ability to manage shop during absence of the Shop Manager in every respect. Ability to use initiative when required. Ability to interpret sales related data. Ability to support Shop Manager. Proven track record in delivering excellent customer service. Excellent communication skills. Ability to listen. Ability to increase & maintain sales. Excellent grasp of all retail standards & procedures. Computer literate in shop management systems.</p>	<p>Understanding of stock management.</p> <p>Competent office administration skills.</p>
Interests	<p>Passion for style and fashion. Real interest in Paul Smith brand.</p>	Interest and knowledge of current trends in music, arts, fashion and culture.
Disposition / Personality / Motivation	<p>Self motivated & enthusiastic. Has ability to motivate team. Reliable, trustworthy and honest. Good team member, helpful, approachable. Good planning & organisational skills. Able to take instruction. Ability to work using own initiative. Committed and hard working.</p>	Always calm.
Appearance / Physical Characteristics	<p>Smart appearance, well presented & individual.</p>	
Circumstances	<p>Able to work flexible hours to meet business demands if required.</p>	Lives locally.



Guidance Notes for Applicants:

These notes are intended to guide you through Paul Smith Ltd's Recruitment & Selection procedure and help you participate in the selection process as effectively as possible. Please read these notes carefully before sending your covering letter and CV.

Job Description & Person Specification:

Enclosed in this pack you will find a Job Description and Person Specification that outline the purpose, the main duties and responsibilities of the job as well as the knowledge, skills and experience that we are looking for.

It is essential that you read the Person Specification thoroughly before forwarding your covering letter and CV so that you are able to assess and outline how your experience fits with the requirements for the post.

Covering Letter and CV:

The first stage of the Recruitment & Selection procedure is for you to forward your covering letter and CV, **stating your current annual salary**. This allows us to shortlist applicants for interview and provides a basis for the interview itself. To ensure fairness to all applicants, any decision during the initial sift is based solely on the information that you include in your covering letter and CV.

Post Applied for:

Please ensure the correct job title and reference number from the advert is on your covering letter and CV.

Eligibility to Work in the UK:


Please ensure that you give details of any restrictions that you have to work in the EU. If you are selected for interview you will be asked to provide us with proof of your eligibility to work in the UK. Under the Asylum & Immigration Act we are required as an employer to check that anyone taking up employment with us has the legal right to work in the UK.

Education & Training:

Please give details of your educational career including any qualifications that you have obtained and any further awards that you feel would help with your application. If you are selected for interview you will be required to bring with you your original certificates from your major qualifications to be copied.

Pre-employment Medical Questionnaire:

All prospective new employees are asked to complete a pre-employment medical questionnaire to ensure that the requirements of the job will not put an employee's health at risk and that the prospective employee is physically able to undertake the duties required. Disclosure of any illness\ disability will not automatically disqualify you from obtaining



employment with Paul Smith Ltd. If you are selected for interview you will be required to bring your completed pre-employment medical questionnaire with you to the interview.

Employment:

Please give details of all your previous employment, beginning with your most current \ recent post. If you are successful after interview we will require 2 satisfactory references, one of which must be from your last employer. Your referees will not be contacted without your consent. Please note any gaps longer than 3 weeks in your CV in the period references are required will need to be verified by a suitable person; i.e. anyone who is eligible to endorse a passport photograph. This may mean if you have a gap in your CV you will be asked to provide up to 3 satisfactory references.

Additional Information:

This is your opportunity in your covering letter to give us information about why you have applied for this post; including experience that you feel is relevant to the main tasks and essential criteria, as outlined in the Job Description and Person Specification.

Declaration:

It is essential that you sign and date your covering letter and CV. Successful candidates may be disqualified and could be dismissed once employed if any information given in the covering letter or CV is found to be false.

Short Listing:

Short listing prior to interview will take place as soon as possible after the closing date for applications and will be carried out by at least 2 people. Short listing will be based on how closely candidates have demonstrated they fit the criteria, as set out in the Job Description and Person Specification.

Interview:

Short listed candidates will be contacted by telephone or email and given details of the interview date, time, location and any special requirement. You will also receive a letter regarding the interview by post. If you are able to attend the interview you must confirm with the HR department that you wish to do so, either by telephone, email or letter.

The interview process may vary from post to post, any activities such as tests or presentations that we require you to undertake as part of the selection process will be outlined in your invitation to interview letter.

Offer of Employment:

All offers of employment are conditional on 2 satisfactory references, medical and health clearance. Gaps in the CV of longer than 3 weeks in the period where references are required will also be required to be verified by a suitable person.



Data Protection:

Information that you provide for the purpose of your application will be used as part of the Recruitment & Selection process. Any data supplied will be held securely and access restricted to those involved in dealing with your application and the Recruitment & Selection process.

Once this process is completed, the data relating to unsuccessful applicants will be stored for a maximum for 6 months and then destroyed. If you are the successful candidate, your application will be retained and form the basis of your HR record.

All processing of personal data by Paul Smith Ltd is undertaken in accordance with the principles of the Data Protection Act, 1998.

Please return applications to the HR department before 12 noon on the closing date. We are unable to accept applications received after this time, except in extenuating circumstances.



Additional Information:

Employee Benefits:

Salary:

The agreed starting salary for this post will be discussed at the interview stage.

Pension:

After 3 months service employees are eligible to join the Company's Stakeholder Scheme. Details are provided on this by the HR department.

Hours of Work:

This post is based on a 5 day week of 36 hours, with 2 days off. Shop opening hours differ for each shop, specific details of which will be discussed in your interview.

Annual Leave:

Your annual leave entitlement is 28 days, inclusive of Bank Holidays, increasing to 33 days, inclusive of Bank Holidays after 6 years service. The annual leave year commences on January 1st and new staff receive their annual leave allowance on joining the Company. **Holiday entitlement for part time staff is calculated on a pro-rata basis.**

Clothing Allowance:

This post attracts a Clothing Allowance of £750.00 per season for clothing from the Paul Smith Ltd. shops.

Discount:

Employees are eligible for a discretionary discount on PSL goods.