
ASSISTANT MANAGER

GLASSONS

Position Description

Assistant Manager

Job Title	Assistant Manager
Department	Retail
Reports To	Store Manager
Date	

Overview

The Assistant Manager is responsible for supporting the Store Manager to build and lead a high performing store and team to meet Glassons goals.

Primary Purpose

- To assist the Store Manager to achieve sales targets through a highly skilled team.
- To assist the Store Manager to recruit, engage and develop a team to meet and exceed their sales targets.
- To lead by example while adhering to Glassons branding & VM guidelines and initiatives.
- In absence of Store Manager, step into acting Manager to cover leave.

Dimensions

Dimension	Description
Key Internal Relationships	State/Cluster VM, Buyers, DC, Glassons Executives
Key External Relationships	Courier companies, General Public
Travel	Domestic when required

Key Responsibilities (KRA's)

Position Goals and Key Performance Indicators (KPIs) are included in a separate document.

Key Result Area	Actions
Store Manager Support	Support the Store Manager in any required duties as and when required
Create exceptional customer experiences	- Ensure every customer interaction is exceptional and maximised - Create and participate in a fun, upbeat and enjoyable work environment which is customer and sales centric
Drive Team to Achieve Sales Budgets	Assist the Store Manager to: - Achieve or exceed weekly sales budget - Motivate team to lift sales or move slow lines - Adapt techniques at peak times to maximise opportunities - Split sales and operations manager where and when necessary - Effectively direct team on to customers
Financial Responsibilities	Assist the Store Manager with financial responsibilities: - Assist with store budgets being achieved or exceeded - Assist with planning of rosters to achieve wage budget - Minimise incidental costs
Effective Recruitment	- Assist the Store Manager in effective recruitment duties - Assist with thorough on-job inductions
Team Development	Support the Store Manager with team development: - Assist with individual coaching plans for every team member to assist them in reaching their full potential and reach company goals - Share knowledge, ideas and resources with the team - Assist with 6-monthly individual performance reviews and discussions - Assist with weekly or monthly Coaching sessions with each team member to ensure top performance - Assist with succession pathway across key roles to ensure coverage when vacancies occur
Adherence to all company Policy and Procedure	- Follow company Policy and Procedure - Ensure team members are correctly trained and adhere at all times to all Policy and Procedures

Key Responsibilities (KRA's)

Key Result Area	Actions
Operational Effectiveness	• Maintain stock levels and process stock deliveries • Maintain store standards • Focus on efficiency and continuous improvement • Follow all Support Office instructions in the timeframes requested • Complete tasks accurately and within timeframes • Prioritise tasks to ensure top store performance
Security Control	• Use systems on the floor to minimise theft by customers • Use established systems to monitor staff discount and behaviours
Effective communication	• Keep team informed of company news and any issues that may affect customers • Communicate clearly and timely with Support teams to ensure the smooth running of the store • Ensure written communication is clear, concise and error free • Display high level of integrity, honesty and confidentiality • Provide timely and effective feedback
Administration	• Process payroll in a timely and efficient manner • Ensure sales results are on display boards and sales reporting actioned • Complete sales reports as required
Merchandise Product	• Adhere to Merchandise memo • Ensure the team and store presentation meets company standards at all times • Meet Visual Merchandising standards of store presentation
Legislation	• Ensure compliance of Consumer, Privacy and Employment law and seeks advice to minimise the company's exposure
Health & Safety	• Adhere to all Health and Safety policies and procedures • Ensure continual Health & Safety education • Proactively identify and mitigate risks • Report any incidences
Other	• Identify continuous improvement opportunities • Conduct other duties as required from time to time

Job responsibilities may be altered periodically to accommodate changes in company structure and direction.

Person Specification

Qualifications

Essential (Minimal Requirements)	Preferred (Ideal)
	Relevant secondary school qualifications
	Completion of Glassons Selling Program

Experience

Essential	Years	Preferred	Years
Proven success in a fast fashion retail store	1-2	Assistant Manager experience in a fast fashion store	1-2
Experience in a fast paced, volume business	1-2		

Role Capabilities

Capability	Descriptive Summary
Communication skills	Positive and strong verbal communication with the ability to gather comprehensive information at all levels. Ability to professionally communicate clearly and effectively in both written and verbal forms. Able to adapt style to the situation, objective and audience.
Drives sales results - a competitive goal setter	A competitive goal setter who drives sales results and models on-brand behaviours to ensure sales results are exceeded.
Drive for exceptional customer experience	- Knows that the key to the brands success is the front line, and focuses energy on developing, inspiring the team and each other to deliver excellence to the customer always. - Intimately lives and enforces the company standards for sales and service. - Continually models these values to staff. - Has a robust understanding of the customer and is innovative when it comes to customer interactions. Identifies and capitalises on emerging needs and trends.

Person Specification

Role Capabilities

Capability	Descriptive Summary
Effective leadership	- Leads by example. Knows how to drive and inspire a team with diverse personalities, needs and experience, to achieve results. - Shares information with others and is clear in articulating their expectations. Inspires as they communicate, does so with the utmost timeliness and frequency with no surprises. - Encourages use of "best practices" and shares knowledge, ideas and resources with peers. Is seen to be proactive, helpful, informed and willing by peers, managers and staff. - Understands the importance of creating a "learning" organisation.
Staff development	Uses established best practice processes and looks for innovative ways to attract, hire and retain great staff. Constantly coaches, inspires and has creative ideas for all to improve. Notifies staff of internal as well as external resources available for learning and growth.
Legal act adherence	Has an excellent understanding and ensures compliance of Consumer, Health & Safety, Privacy and Employment law and knows when to seek advice to minimise the company's exposure.
Organisation	Files and stores information so that it is easily retrievable, maintains a tight diary, follows up on all details, never forgets to complete promises and follow up when a commitment has been made, is dependable, reliable and perceived to be "under control".
Operations	Fully utilises the company systems and can impart knowledge when required. Knows how to resource help and training when required, and how to monitor store compliance with all company Policies and Procedures. Uses sound cost and stock control procedures, follows merchandising standards.

Person Specification

Personal Attributes

Capability	Descriptive Summary
Self-motivated, high level of awareness and energised	- Is highly self-motivated, energetic with the ability to self-manage. Proactive and positive attitude and contribution. - Consistently maintaining high levels of productivity; sustaining long working hours when necessary; operating with vigour, effectiveness and determination.
Goes above and beyond with a strong sense of urgency	Takes full responsibility for their role, contribution, decisions and the customer experience.
Passionate about fashion, people and the brand	Thrives on keeping up to date with fashion and trends. Loves assisting people to look good while being brand ambassadors.
Resilience and adaptability	- Maintains balance and composure in stressful situations, handling stress in a manner that is acceptable to others and to the organisation. Ability to work with urgency in a fast paced and demanding environment. - Able to maintain stable performance under pressure. Deals positively and constructively with problems and feedback without becoming defensive.
Flexibility with a willingness and ability to learn and continually change	Ability to continually adapt positively with change. Identify improvement opportunities. Ability and willingness to continually learn new things and strive for continuous improvement.
Strong work ethic, positive mindset and shows initiative	Dedication and go above and beyond. Pride in personal appearance. engaging presence
Takes ownership and accountability	Takes full responsibility for their role, contribution, decisions and the customer experience.
Powerful goal setter	Sets regular goals in their work to ensure continual development and achievement.

Acknowledgement

I acknowledge that I have read, understood and agree with the requirements of this position. I am able to meet the travel requirements and agree to perform the tasks and duties listed.

Team Member's Name

Team Member's Signature

Date

State/Cluster Manager's
Name

State/Cluster Manager's
Signature

Date _____