

| Title Assistant Branch Manager Reports to Branch Manager | | Brands PaintWell Location Branch Specific |
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| Role and context | Need to do | Role Capabilities |
| <p>Purpose</p> <p>To support the Branch Manager with the day-to-day operations of the Branch, achieving both financial and operational targets and objectives to increase the overall profitability of the Branch. Delivering excellent customer service to both external and internal customers and striving to achieve the Company's recognition of 'Retailer of Choice' in the market.</p> <p>Context</p> <p>PaintWell are a one-stop shop for painting and decorating supplies, materials, tools and accessories. With over 50 years of experience, we provide a huge range of trade-quality paints and painting accessories from all the major brands to both a Trade and retail customer base</p> <p>Relationships</p> <p>Suppliers and Customers Regional Managers Branch Managers Paintwell/KB/Promain BDM/SR Teams PaintWell Head Office teams</p> | <p>Outputs</p> <ul style="list-style-type: none"> Support the Branch Manager with all aspects of the Branch ensuring that KPIs are met and margins maximised. Monitor and maintain the correct stock levels in the Branch and reporting any issues to management with a view to improve and resolve. Support the Branch Manager with sales meetings and contribute with ideas on developing the Branch Ledger. Develop sales to agreed levels, through new and existing business; pro-actively market the business for the Branch; agree selling prices in accordance with Company policy. Build strong relationships with customers and suppliers, merchandisers, and other partners; organise events and initiatives in support of the Branch Manager to promote good customer relations and sales development Deliver excellent customer service to external and internal customers and meet customer requirements. Deal promptly and effectively with customer enquiries, projects, and complaints. Achieve a high standard of presentation and layout within the Branch to maximise sales and achieve excellent customer service. Adhere to the Company's health and safety policies and procedures. Act as the point of management in the Branch Manager's absence which includes the responsibility of the Branch Team. Driving duties in the absence of the Branch Counter Assistant-Driver. Responsibility as a Key Holder, requiring call out to site at any time when required (day and night) | <p>Key Performance Indicators</p> <ul style="list-style-type: none"> Sales budget for the branch Margin budget for the branch Customer Accounts growth both new and existing Share of Wallet per branch <p>Qualifications</p> <ul style="list-style-type: none"> Full clean Driving License <p>Knowledge, Skills and Experience</p> <ul style="list-style-type: none"> Knowledge and experience of the Decorating Industry preferred. Strong Retail Experience. Experience of working towards key targets and objectives to increase profitability. Willingness to support Branch Management and step-up during absence. Knowledge of the local area of the Branch. Excellent customer service. Communication skills both written and verbal. Ability to support with a Stock Management process. Team Building skills. PC Literate. Positive outlook. Desire to support commercially and gain an understanding of financial impacts. |