

Due to internal promotions, the following opportunity has arisen:

Assistant Branch Manager, Swindon

Kellaway Building Supplies aims to be the Merchant of Choice for Employees, we do this through our culture and safety but also by rewarding our teams for their efforts, commitments and dedication. Kellaway Building Supplies and the Kellaway Group of businesses are ambitious and have a strong and determined approach to growth. To support this growth and to achieve our strategic company goals we have many development opportunities available at all levels of the business.

Main purpose of job:

- > Work with the branch manager on all aspects of trading and branch management to grow the business and assist in achieving targets
- > Ensure that the branch delivers the highest level of customer service
- > Take responsibility for management of the branch in the absence of the branch manager

Main requirements of job:

- > Sales/customer service experience in building products or a related industry desirable.
- > Good communication and people management skills essential
- > Must be team oriented
- > Experience of transport management desirable, but good organisational skills are more important

Main tasks of the job:

Customer Service and Sales

- > Directly overseeing sales staff on internal sales desk and shop area
- > Monitoring and overseeing customer service provided by the branch generally
- > Actively working towards achieving the company's customer service standards
- > Meeting sales targets and ensuring the highest level of customer satisfaction by delivering and where possible exceeding customers' expectations, including:
 - > Efficient sales, order and delivery procedures
 - > Good stock availability
 - > Close liaison with other branches
 - > Resolution of customer queries supported by the customer services department
 - > Efficient and creative merchandising and marketing supported by the branch manager and sales development and marketing manager
 - > Building business relationships with key customers.

Stock Control

- > Directly responsible for stock control and stock control staff
- > Working with suppliers, and using the company's preferred suppliers
- > Ensuring good stock rotation
- > Receiving stock on to the system
- > Ensuring shelf labelling is up to date.

- > Reporting any stock shortages
- Financial
- > Supporting branch financial performance through understanding and implementing efficient commercial practices and supported by finance and operations departments, including
 - > Maximising sales and margin
 - > Stock management
 - > Margin management
 - > Credit control
 - > Control of costs and overheads within budget
 - > Maintenance of stock levels within budget
 - > Achievement of budgeted margins
 - > Constantly seeking best value
 - > Actively seeking opportunities to outperform budgets
 - > Ensuring branch security
- Employee Relations and Performance Management
- > Recruitment and retention of branch staff
 - > Management of overall branch human resource, e.g. managing absence both planned and unplanned
 - > Identification of training needs
 - > Coaching and mentoring
 - > Staff career progression
 - > Behaviour and capability management
 - > Staff welfare
 - > Close liaison with management team to support internal customer service and team working culture
 - > Maintaining staff confidentiality at all times
- Transport
- > Supporting the branch manager in managing the branch transport by ensuring that drivers work in a lawful manner and comply with all statutory and company requirements including (but not limited to):
 - > health and safety rules
 - > daily defect reports
 - > health and safety vehicle check sheets
 - > driver load reports
 - > safety of loads
 - > tachograph procedures
 - > current driver hour rules and regulations
 - > completed and up to date driver documentation
 - > ensuring that vehicles are maintained in a roadworthy condition and comply with all current legislation and company procedures
 - > work with Group Transport Manager to ensure the fleet is maintained to a high standard.
- General
- > Ensuring branch operations comply with company policy and current legislation, supported by branch manager, operations director, admin support, particularly with respect to health and safety, environmental issues, employment and transport.
 - > Ensuring a good standard of general housekeeping overall the branch
 - > Ensure a senior member of staff is present at all times.



- > Ensuring branch security and available for alarm callouts.

Hours

- > Basic 45 hours from Monday to Friday.
- > Some Saturdays
- > At this level a flexible approach to working hours is expected
- > Bank Holidays
- > Stocktake weekend

Pay & benefits:

- > Extensive opportunities for career development
- > Monthly performance bonus
- > A generous 25 days basic holiday entitlement, increasing with length of service, plus bank holidays
- > An additional holiday buy and sell scheme
- > Additional weeks holiday in anniversary years
- > Contractual sick pay scheme (over and above statutory entitlements) increasing with length of service
- > Group pension scheme (stakeholder) with matching employer contributions
- > Free life insurance scheme
- > Cycle to work scheme (tax savings!)
- > Access to a rewards gateway with access to many deals and savings (there really is something for everyone!) including the following, which will make your competitive salaries go much further:
 - Access Secret Sales (highly discounted items)
 - Discounted travel and leisure (e.g. hotels, holidays and insurance)
 - Discounted gym membership
 - Discounted cinema tickets
 - Discounted gift vouchers and cards for many high street retailers, supermarkets, restaurants and cafes

Salary £27,500 - £29,500 depending on experience

