

# DUFTONS

## PLUMBING AND HEATING SUPPLIES



<b>Name:</b>	
<b>Job Title:</b>	Assistant Branch Manager
<b>Reporting To:</b>	Branch Manager

Job Purpose
The Assistant Branch Manager supports the Branch Manager in leading the branch team, driving sales performance, managing stock and inventory, and ensuring exceptional customer service—all with the goal of maximising profitability and delivering a first-class customer experience.

Responsibilities
<ul style="list-style-type: none"><li>• Maintain up-to-date industry knowledge for yourself and your team, staying informed on current, new, and emerging product trends.</li><li>• Proactively maximise sales by building strong relationships to grow and retain your customer base.</li><li>• Always upholding Duftons' core value of outstanding customer care.</li><li>• Support the Branch Manager in leading and manage the branch team—handling recruitment, training, supervision, and performance evaluation—while fostering a positive, supportive environment through conflict resolution, regular feedback, and proactive talent development.</li><li>• Work collaboratively with internal teams—including Purchasing, Finance, Marketing, IT, and HR—and with sister branches: drive your branch's performance while proactively supporting other locations to strengthen the success of the wider business.</li><li>• Ensure smooth daily operations, including stock reconciliation, and maintaining appropriate stock levels.</li><li>• Support the coordination, safety, and maintenance of branch vehicles to ensure efficient and safe fleet operations.</li><li>• Promote and maintain a safe working environment by adhering to all Health &amp; Safety regulations, policies, and procedures, and ensuring team compliance at all times.</li><li>• Take legal responsibility in the absence of the Branch Manager for all branch health and safety matters.</li></ul> <p><i>Please note that this is not an exhaustive list of responsibilities. You may be expected to perform additional duties that are reasonably aligned with your role as and when necessary.</i></p>

Skills / Qualification
<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• Willingness and ability to travel as required for business purposes.</li><li>• Ability to thrive in a fast-paced environment and adapt to a variety of challenges.</li><li>• Demonstrated success in setting, tracking, and achieving key performance indicators (KPIs).</li><li>• Self-motivated with a strong ability to work independently.</li><li>• Uses initiative to drive both personal and team performance.</li><li>• Basic proficiency using computers and business software (e.g., email, spreadsheets, and ERP systems).</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>• Full UK driving licence</li><li>• Previous experience in a senior role within the plumbing and heating supplies industry</li><li>• Strong and comprehensive product knowledge within the sector</li><li>• Proven experience in people management, with a passion for developing and leading high-performing teams.</li><li>• Sound understanding of Health &amp; Safety practices within the workplace.</li></ul>

Agreed By	
<b>Employees Signature:</b>	
<b>Managers Signature:</b>	