

<b>Role Title</b>	Assistant Branch Manager	<b>Reporting to</b>	Branch Manager
<b>Department</b>	Branch		

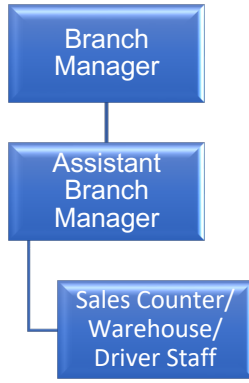
<b>Overall purpose of role</b>	The purpose of the Assistant Branch Manager is to support the Branch Manager to oversee staff, sales, stock inventory and customer service at branch level to ensure maximum profit and outstanding service to customers.
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<b>Key outputs for role</b>
1. Maximise and drive sales by establishing relationships with customers whilst always keeping Duftons values of outstanding customer care at the forefront of all dealings.
2. Ensuring that establishing and growing the branch customer base is a part of your daily business.
3. Responsibility for the management of people within the branch in the absence of the branch manager to ensure the team are contributing to the overall success of Duftons.
4. Working with internal partners and understanding when to seek support internally from Management, HR, Marketing, Purchasing, Finance, IT or other Branches.
5. Ensure operational responsibilities and standards are maintained by overseeing, stock reconciliation and sufficient stock levels in the absence of branch manager.
6. Assist the Branch Manager with the fleet management, coordination, safety and maintenance.
7. Maintaining your product knowledge on current, new and emerging trends within the industry.
8. Support other branches where required.
9. Legal responsibility for all branch Health & Safety, leading by example and ensuring procedures are in place and followed by all staff in the absence of the Branch Manager.
10. Any other duties as reasonably required.

<b>Physical Requirements, Skills, Qualities and Qualifications At Recruitment Stage</b>	<b>Essential/Desirable</b>
Full driving licence.	Desirable
Willingness and Ability to travel for business purposes.	Essential
A passion for People Management with a proven track record of managing staff.	Desirable
Experience of working at a Senior Level within the Plumbing and Heating Supplies Industry.	Desirable
Ability to adapt to diverse challenges and a fast-paced environment	Essential
Self-motivated with ability to work on own initiative and drive personal and team performance.	Essential
Understanding of Health & Safety in the workplace.	Essential
Basic computer skills.	Essential

<b>Physical Requirements, Skills, Qualities and Qualifications After Initial Training and Development</b>
Undertaken Health and Safety Training
Competent in the use of the Stock Management System.
Excellent standard of product knowledge.

**Structure**



***Date accepted as a job description***

03/07/24