

Assistant Shop Manager – Prestwick – 40 Hours

Description

At Wright's Home Hardware we pride ourselves on the outstanding level of customer service we provide to our customers in a friendly and relaxed atmosphere. As an Assistant Shop Manager, you will liaise with the Manager, Operations Manager & Buyers within Wright's & Home Hardware, to develop the full sales potential of the site. You will be responsible for assisting the manager in people management, to build and support a first-class team of staff across the site.

Operational Efficiency: You will also be responsible for assisting with site maintenance, health and safety compliance.

Presentation: You will be responsible for making sure the presentation of the site is pristine, tidy, well organised, well signposted and well displayed depending on the retail season.

Responsibilities

Site Management

- Assume and accept responsibility for all Shop Manager's duties in their absence.
- Open the shop for deliveries and staff each day to be ready to serve our first customer.
- Be responsible for site security with key holding duties. Notification of key holder changes both temporary and permanent to the local police and to the Directors.
- Oversee the running of the shop ensuring all cleaning and maintenance is carried out in accordance with Health and Safety Regulations and Guidance.
- Maintain outstanding housekeeping levels within the shop.
- Complete and ensure risk assessments are complied with. Ensure all general and recyclable waste is returned to Home Hardware (Scotland) Ltd in accordance with their waste procedure.
- Carry out all duties relating to Health & Safety matters in accordance with the company's Health & Safety Policy Document in liaison with HR Services Scotland.
- Carry out all duties relating to Fire Safety matters in accordance with the company's Fire Action Plan.
- Completing and ensuring risk assessments are complied with.

People Management

- Create a friendly, pleasant and welcoming environment for customers in-store.
- Support the creation of a positive, pro-active team-working environment for staff
- Supervise staff in their duties or carry out these duties when A/L or other absences dictate.
- Draw up the work rota ensuring that either the **Manager, Assistant Shop Manager** or **Senior Sales Assistant** is always on the premises and that the site is adequately staffed at all times.
- Use Breathe HR software system correctly to promote the company's values and policies to staff and to support staff to carry out their duties.

Wrights Home Hardware

Job Location

93-95 Main Street, KA9 1JS, Prestwick

Employment Type

Full-time

Rota

Working 40 Hours Per Week Over a 2 Week Shift Rota

Week 1 – 46.5 Hours

- Monday: **OFF**
- Tuesday: 8:45am – 17:45pm
- Wednesday: 8:45am – 17:45pm
- Thursday: 8:45am – 17:45pm
- Friday: 8:45am – 17:45pm
- Saturday: 8:45am – 17:45pm
- Sunday: 11:00am – 16:00pm

Week 2 – 33.5 Hours

- Monday: **OFF**
- Tuesday: 8:45am – 17:45pm
- Wednesday: 8:45am – 17:45pm
- Thursday: 8:45am – 17:45pm
- Friday: 8:45am – 17:45pm
- Saturday: **OFF**
- Sunday: **OFF**

Pay Rate: Will be discussed at interview

Operational Management

- Ensure shop is kept correctly stocked with goods in accordance with the merchandising and stock rotation procedures.
- Be responsible for the transfer and receipt of goods moving between branches, maintaining the correct stock levels at all times.
- Supervise the weekly HHSL and Gamma updates ensuring all ticket updates are replaced.
- Help to promote the company website as an online brochure for shop customers to use.
- Forward plan and diarise seasonal stock changes, shop windows displays, in-store displays, POS and ticketing requirements.
- Maximise your shop window display ensuring that it is attractive to the eye and that all products are ticketed as appropriate.
- Deal with all shop complaints / faulty products from customers if Department Managers are on A/L or off as part of 3-week rota.
- Ensure pictures of the window displays are sent back to line manager.
- Ensure all in-store displays are maintained to a high standard.
- Ensure weekly stock checks are carried out.
- Ensure all visible gaps are manually checked.
- Depending on the weather, move stock to a more prominent position i.e Totes stand wheeled to the counter when it's raining or winter products at the counter when the temperature drops.
- Work with HHSL Marketing Dept and WHL Directors to develop additional local marketing opportunities or POS development.

Responsible To

Shop Manager, Area Manager and/or Operations Manager & Directors

Job Benefits

Generous staff discount across all products stocked

Work place pension with The People's Pension

Date posted

June 18, 2026

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Sales and Cost Management

- Agree and meet or exceed sales target set out by Directors.
- Liaise with buyers on new stock lines and actively promote the disposal of obsolete stock lines.
- Arrange in-store promotions in liaison with buyers or HHSL promotions
- Help drive additional sales by training staff to:
 - Tactfully recommend useful products connected to the item that the customer is enquiring about or purchasing.
 - Referring to the company's related products list.
 - Improve displays and sales processes
- Accurate management of shop monies including cashing up sheet, balancing and banking.
- Carry out stock ordering, ensure stock control, merchandise buying and mark-ups are in line with current company policy.
- Ensure that all goods are accounted for on HHSL invoices and direct supplier invoices before adding to the stock control system. Claim for any faulty, missing or incorrect goods following the appropriate procedure.
- Ensuring an agreed maximum stock valuation level at your shop is not exceeded.
- Be responsible for ongoing stock checks and organisation of annual stocktaking.
- Ensure that all sales are charged at the correct price and paid for by customers and staff members.
- Promote the company's delivery and click and collect service to shop customers.

Skills Required

Essential

- Management, leadership and team building skills

- Excellent customer service skills
- Organisational skills, the ability to multitask and plan several months ahead
- A pro-active approach to developing the business and sales potential
- Good time keeping
- High level of personal hygiene
- Comply at all times with the company dress code
- Flexible in the hours you are able to work
- Good communication skills
- Comply at all times with the company Health & Safety policy

Desirable

- Computer literate
- Ability to work with a variety of software packages
- Open to training and learning opportunities