



JOB DESCRIPTION

Job Title:	Assistant Manager, Gifts & Tills
Location:	Creative Gardens Logwood
Reporting to:	Garden Centre Manager
Hours of work:	28 – 37.5hours per week (4-5 days) on a rota basis including a weekend day
Duration:	Permanent

PURPOSE OF THE JOB

The role of the Assistant Manager is to support the Garden Centre Manager in the overall running of the Centre. The jobholder is responsible for their allocated departments – Gifts and tills. The job holder will hold responsibility of acting up on behalf of the Garden Centre Manager during periods of absence.

MAIN DUTIES AND RESPONSIBILITIES

- Ensure the smooth running of the centre when the Garden Centre Manager is absent, dealing with customer and staff issues as they arise e.g. customer complaints, staff sickness.
- Assist the Garden Centre Manager as required with opening & locking up, ensuring the centre is safe, presentable and customer ready. This includes details such as Lighting, Heating, Ventilation and Music and that the site is secure and safe and that alarms are set at the end of the day.
- Assist with cash handling, safe drops, rotas and HR issues as they arise such as interviews and reviews.
- Oversee the tills and Gift dept including the Houseplant dept and actively take part in the running of this department. This includes the day to day running of the department, ensuring excellent customer service is delivered by the team and that all stock is merchandised and displayed as directed by the Group Manager.
- Responsible for incoming and outgoing deliveries and dealing with customer issues and problems.
- Participate and lead staff training, ensuring that your team are communicated with, motivated and are productive and happy at all times.
- Oversee the till area, the team and serve customers on the till when required.
- Assist with department stock take and price checks as required.
- Follow direction and instruction given by Group Managers.
- Responsible for completing daily or weekly reports as required
- Attend the following training: Fire Warden, First Aid, Forklift, Manual Handling and Health & Safety.
- Perform any other duties as may reasonably be required from time-to-time.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the business.



PERSONAL SPECIFICATION

ESSENTIAL CRITERIA - Please state how you meet the following criteria:	
E1.	Previous experience of working in a similar retail or hospitality management role.
E2.	Experience in using an EPOS tills system, general till systems & cash handling.
E3.	Flexibility required with working days, required to a weekend day & holiday cover.
E4.	Experience in merchandising, price checking & dealing with errors.
E5.	Excellent communication skills and ability to use initiative.
E6.	Good working knowledge of computers to include Microsoft Office.
E7.	Ability to stand for long periods of time and undertake tasks which require bending, stooping, lifting and carrying stock.
DESIRABLE CRITERIA- Please state how you meet the following criteria:	
D1.	Knowledge of Interiors and gifts.
D2.	Active line management experience e.g. staff management, performance management.

ADDITIONAL INFORMATION

Closing date: 5pm on **Sunday 17th May 2026**. Applications received after the closing date and time will not be considered.

Shortlisting: Only those applications which clearly demonstrate the requirements set out in the personnel specification will be shortlisted. The Group reserves the right to implement all or some of the desirable criteria in addition to the essential criteria for shortlisting purposes.

Reserve:

A reserve list of suitable candidates may be maintained for the purpose of any similar vacancies (temporary or permanent) that may arise within six months of the completion of the recruitment exercise.

Creative Gardens (NI) is an equal opportunities employer and welcomes applications from all sections of the community. All appointments will be made on the basis of merit.