

Assistant Manager – Job Description

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| **Job Title:** Assistant Store Manager – Cheltenhan |
| **Company:** Freckleface Home Fragrance Retail  | **Dept:** Store  | **Location:** The Promenade, Cheltenham  |
| **The Job’s Mission:** As Assistant Store Manager, you will support the Area Manager in overseeing daily operations, maintaining stock levels, preparing reports, and ensuring the highest level of customer service. To succeed in this role, you will need to be confident, organised, and able to multitask effectively. |
| **Key Activities:**We are a rapidly growing home fragrance company, and we’re looking for an ambitious, outgoing individual to join our team in our exciting new store in Cheltenham.**Key Responsibilities*** Welcome and greet customers, providing exceptional service at all times.
* Drive customer satisfaction through knowledgeable sales support.
* Maintain excellent store presentation and visual merchandising standards.
* Ensure the store is fully stocked and well-organised.
* Handle customer queries with professionalism.
* Recommend and present products that meet customer needs.
* Manage point-of-sale processes accurately.
* Assist with receiving and processing new shipments.
* Stay up to date with product knowledge.
* Clearly communicate product features and benefits to customers.
* Follow all company policies and procedures.
* Support the Area Manager with business reporting.

**Requirements*** Minimum 3 years’ retail experience (required).
* Strong customer service and sales skills.
* Excellent communication and organisation abilities.

**Role Details*** Job Type: Full-time
* Schedule: 5 days per week, including weekends
* Pay: £13.10 – £13.50 per hour
* Location: In-store (Cheltenham)
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| **Line Manager:**Area Manager & Founder |  |

###  Updated September 2025