

# ARTHUR BEALE

## Yacht Chandlers

### Rigging Manager

171220

#### Person Specification

The Rigging Manager will have a wide knowledge of the various rope types plus extensive experience splicing both traditional and modern types. They will be familiar with all the associated rigging products.

They will also have reasonable knowledge of general chandlery products through having either worked in the marine industry or via sailing or boating experience. Ideally they will have retail experience and will need to be computer literate and able to follow company procedures. The successful applicant will be cheerful and helpful to clients as well as being very well organised and able to focus on detail. They will be keen to work with the team to continue to drive the company forward to become a leading supplier of ropes and rigging equipment in London..

#### Reporting Relationships

The Rigging Manager will be directly responsible to Jason Nolan, General Manager and ultimately to Alasdair Flint, Marketing Director.

The Rigging Manager may from time to time be responsible for some Temporary and Part Time Staff and in the future could take responsibility for an apprentice.

They will also work in close liaison with any Marketing Staff to actively promote designated products.

#### Overall Purpose

To work as a member of our team in our Shaftesbury Avenue Shop to ensure our customers receive excellent sales service and advice with particular regard to our range of ropes and rigging products. They will take charge of ordering ropes and rigging products and will log any missed sales and product shortages as per the set procedure and will help with stocktaking and data entry. The Rigging Manager will take customer calls and assist clients as necessary whether with technical advice, stock level queries or the status of their order.

Depending on previous experience the Rigging Manager may also take on other designated roles such as:

- Checking stock and undertaking purchasing for certain product groups
- Becoming a "Product Expert" on a range of products
- Downloading and dispatching on-line orders
- Splicing fibre and wire ropes to the customers specification

### **Key Duties**

- To work in the shop helping and advising customers on ropes and rigging products
- To undertake splicing fibre and wire ropes as necessary
- To maintain stock of in house products such splicing kits, knot kits and ditty bags
- To keep the Rigging Room organised and clean
- To order rigging stock to the designated stock levels
- To re-stock products on display as necessary and keep the rope racks loaded each day.
- To receive goods in and enter them onto the system
- To carry out end of day and cashing up procedures
- To answer incoming phone calls and assist as necessary
- To attend regular sales huddles and other staff meetings

### **Other Duties**

- To advise customers on products especially rigging products
- To help with stock taking duties
- To occasionally attend supplier trade shows
- To occasionally attend and help with our trade stands
- To occasionally attend product training demonstrations
- To inform management of any Health and Safety issues
- To suggest any improvements or ideas that would be of benefit to the company
- To act in the best interest of the company at all times

### **Location**

The position is located in our shop at 194 Shaftesbury Avenue, London. WC2H 8JP. Occasionally meetings may be held at our associated company Flint Hire and Supply Ltd in Deptford.

### **Training**

Training will be given covering all the company processes and procedures. Occasionally training may be carried out by our suppliers in their premises.

### **Working Hours**

The basic working week will be 40 hours including weekend working on a rota basis. Some evening work may be necessary especially when special events are taking place.

### **Pay and Benefits**

Pay will be in line with experience. If occasionally required to work over 40 hours then the rate will be one and a half times the normal hourly rate. The company

will pay ten days sick pay in any 12 month period after 6 months work has been completed.

**Trial Period**

There will be a 90 day trial period during which either party can terminate the employment without notice.

**Holiday Allowance**

Your holiday allowance will be 20 days per year (pro rata) plus bank holidays.

**Complaints & Disciplinary Procedure**

Any complaints should be addressed to Alasdair Flint. Except in the case of gross misconduct, employees who fail to meet the company's required standards of performance and/or behaviour will first be given a verbal warning followed by a written warning, after which the company may dismiss an employee without further notice.

***Arthur Beale Ltd reserves the right to amend or add to this job description, this includes amendments to hours of work, changes in working practices and relocation of the place of work.***

**Employee**

**On behalf of Arthur Beale Ltd**

Signed

Signed

Print Name

Print Name

Date

Date