

At Balfe's it's all about people. And bikes! It's the passion, energy and enthusiasm of all of our colleagues throughout the business, which makes Balfe's a great place to work.

Joining Balfe's means you'll be working with like-minded people, and you will have opportunities to develop your skills and experience, and plenty of career progression if you want it.

Balfe's Bikes Assistant Manager Job Description:

Reports to the Store Manager

Below is an overview of the role of the Assistant Manager role within Balfe's.

As an Assistant Store Manager, or Assistant Manager, you are responsible for supporting the Store Manager in the daily business operations of the store. General tasks include supervising employees, communicating with, and helping customers and carrying out directives given by the Store Manager, or in their absence Area Manager.

Responsibilities & Duties will include.

- Leading and managing the team within store and providing support to the Store Manager.
- Working closely with the Store Manager to continually improve performance and drive KPI's.
- Managing the P&L and maximising every sales opportunity.
- Orderbook Management:
 - Arranging order collections on bikes, parts, accessories, and clothing.
 - Driving your team to achieve weekly targets through effective orderbook management.
 - Knowing your orderbook.
 - Managing ETA's, updating customers, accurate note taking on orders to maintain excellent customer service.
- Inspiring and motivating your team to deliver excellent customer service.
- Assist with diagnosing, repairs and maintenance work as needed on customers bikes.
- Coaching and developing your team members in all aspects of their role.
- Leading by example and improving your teams selling skills and always looking to offer exceptional customer service.
- Keyholder Responsibility
 - Opening/Closing store.
 - Cashing up.
- Maintain high Health & Safety standards and adhere to all Health & Safety policies.
- Follow all risk assessments and safe systems of work relevant to your role.
- Ensuring a clean and organised work environment in the store.

Experience & Qualifications:

- Experience of leading a team or management experience.
- Understand and comply with all health and safety procedures.
- Advise and recommend products and services to suit customer need and budget.
- Use skills and knowledge to drive the store.



- Demonstrates a positive approach to all their work and gives the best of themselves to every task and challenge.
- Understanding of how to assemble bikes and/or passion for cycling.
- Ability to drive sales through excellent service.
- Ability to motivate a team with effective communication.

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach an agreement on any changes.

Our Values

Passion: We live and breathe cycling, and we're here to inspire a lifelong love of riding in every cyclist

Knowledge: We share our expertise to empower every rider with the confidence to enjoy every journey

Community: Cycling connects us all, and we foster a welcoming space where every rider belongs

Teamwork: No egos. Just collaboration. Working together to support our customers and each other.

Honesty: Trust is everything. We're always open, transparent and committed to doing the right thing.