

Job application task 1

Job role: Retail shop Manager

Type: Permanent

Pay: £29.700/year

Benefits:

- Additional paid leave
- Company pension
- Employee family discount
- Free on-site parking
- Ongoing training & development

Description: We are looking for a Shop Manager to take join our newly opened shop in Bath. An ambitious individual who can guide and lead our team daily in order to achieve sales targets and who has some experience in retail.

Candidates must possess minimum a Level 4 qualification in any subject and be familiar with the Opera software system so certification will be asked as proof.

A true people's person and a keen eye for excellent customer service is crucial.

Experience is essential and training will also be provided and we are looking for an immediate start, the candidate must have first aid certification and college level education at minimum

Candidate profile:

- Good leadership and conflict management skills.
- Track record of excellent customer service.
- Staff training and mentoring experience.
- Problem-solving and decision-making skills.
- Good communication and interpersonal skills.
- Proficient in English one other language.

Company information

Name: Bargain basket

Employees: 700 over 45 shops UK wide

Values: Our customers are our most valuable asset

Mission statement: "Bringing you best quality products at the best prices is our passion. "

Sophie Jenkins
3 Fford Williamson, Larkhall, Bath, BA1 6JR
07305 140 386
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Profession Profile

I am a driven retail professional with 10+ years of experience in customer service, team leadership, and sales experience across retail, healthcare, and management sectors. I have exceptional customer experience, and I am skilled in motivating teams and achieving sales targets. Fluent in English with life skills, Proficient in Opera software, first-aid certified. Passionate about driving store performance while maintaining a positive and supportive working environment.

Education and Qualification

University of Wales Trinity St David – 2025	Level 4 Qualification in Retail Management
2020	First Aid Certificate
St Teilo's School, Cardiff - 2005	A Levels
St Teilo's School, Cardiff - 2003	GCSEs

Work History

Retail Assistant – TK Maxx, Cardiff, 2019 – Present.

- Deliver exceptional customer service, ensuring store presentation and stock levels meet company standards.
- Assist in training new staff on procedures, till systems, and customer care.
- Support store management in achieving sales targets and resolving customer issues promptly.

Store Manager – Next, Cardiff, 2016 – 2019.

- Managed day-to-day store operations, staff rotas, and performance reviews.
- Led a team to consistently exceed sales targets and KPIs.
- Oversaw merchandising, stock control, and promotional activities.
- Implemented staff training programmes to improve service standards.

Nursery Assistant – Private Hospital, Cardiff, 2012 – 2016.

- Directed daily operations, including staffing, budgeting, and compliance.
- Built strong relationships with Staff, Parents, and other agencies.
- Maintained high standards of safety and care for all children

Care Assistant – Private Hospital, Cardiff, 2008 – 2012.

- Provided patient care, assistance, and emotional support.
- Worked within a multidisciplinary team to maintain high healthcare standards.

Additional Information: Fluent in English, Spanish (oral), Immediate Availability, with a Clean Full Driving Licence

Sophie Jenkins
3 Fford Williamson
Larkhall
Bath
BA1 6JR

16th August 2025

Dear Recruitment team,

I'm writing to express my interest in the Retail Manager position at Bargain Basket in your newly opened Bath store. With immense customer-facing experience in fast-paced, well-known, high street retail stores and service environments, including Next and T.K Maxx, established Nurseries, hospitals, and school environments, I have developed the experience, leadership, organisational, and problem-solving skills essential for managing a successful store. As a dedicated and motivated parent, I bring resilience, a strong work ethic, and determination to everything I do.

My background has given me the natural ability to lead by example, motivate staff, and ensure a positive shopping experience for every customer. I am proficient in using retail management systems, and I have a level 4 qualification, and additional language skills required to excel in this position. In my previous roles, I have consistently delivered excellent customer service, mentored team members, and resolved operational challenges quickly and effectively.

Bargain Basket's mission of delivering quality products at the best prices resonates strongly with my own values of customer care and high service standards. I am confident that a mix of my hands-on retail expertise, ability to connect with people, and commitment to achieving results would make me an asset to your store.

I would love to welcome the opportunity to bring my enthusiasm and skills to your team and contribute to the success of your new store. Thank you for considering my application, and I look forward to hearing from you.

Yours sincerely
Sophie Jenks