

Job Application Portfolio

Assistant Manager – Boots, Dudley

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Course: BA (Hons) Business Management

University of Wales Trinity Saint David (UWTSD)

Module: LCLM4005

Lecturer: zakia jabeen

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Section 1 – Job Advertisement and Person Specification

Job title: Assistant Manager **Employer:** Boots **Location:** Dudley **Contract:** Full-time (part-time and job

Are you someone who enjoys leading from the front, supporting people and making things happen day to day? At Boots, being an Assistant Manager means creating a team and environment that customers and patients trust — somewhere they feel welcome, looked after and want to come back to. Guided by our purpose, “With You. For Life.”, you’ll play a key role in bringing that to life, supporting your team to deliver care that really makes a difference to customers and colleagues in the moments that matter.

This is a hands-on leadership role where you’ll be balancing people, performance and operations — leading your team, shaping the experience for customers and patients, and taking real ownership of how the store runs and performs.

Job description – what you’ll be doing

As Assistant Manager, you’ll report into the Store Manager and get stuck in on the shop floor, coaching and supporting your team and role modelling how great care and strong commercial performance go together.



Assistant Manager

 Boots - 3.4 ★
 Dudley



Job details

 Full-time

Benefits

Discounted gym membership

Employee assistance programme

Employee discount

Qualifications

Organisational skills

Leadership

Full job description

Are you someone who enjoys leading from the

You will:

- Lead your team to deliver strong performance while providing great care to customers and patients
- Create a positive, supportive team environment where people feel confident, capable and motivated
- Coach, develop and line manage your team through regular conversations, feedback and clear expectations and goals
- Be responsible for the day-to-day running of the store, including planning, scheduling, staffing and prioritising workload
- Maintain high standards across the store — ensuring it is clean, safe and easy to shop
- Take ownership of stock availability, cost control and loss prevention
- Ensure the store is always safe, legal and compliant by completing audits, checks and risk assessments
- Use data, reports and in-store insight to identify opportunities and take action
- Lead the store confidently in the absence of the Store Leader, taking accountability for decisions and performance

Person specification – essential (“must-haves”)

- Experience leading a team in a customer-facing environment
- Proven ability to take ownership of performance and drive a team to deliver results
- Able to inspire and coach others, and manage performance
- Strong organisational skills, including planning rotas, managing absence and prioritising workload
- A clear understanding of the importance of compliance, safety and operational standards
- A collaborative personality, able to succeed in a team-centered environment
- Confidence using systems, reports and data to make decisions
- Passionate about delivering both excellent customer care and commercial outcomes

Person specification – desirable (“it would be great if you also have”)

- Experience line managing
- Experience managing store operations such as stock, loss prevention or audits
- Experience working in a pharmacy, healthcare or regulated retail environment
- An NVQ2 in Pharmacy Services (or other UK equivalent) OR the willingness to work towards a Pharmacy qualification

Rewards and benefits

- Boots Retirement Savings Plan; generous employee discount; discretionary annual bonus
- Enhanced maternity/paternity/adoption leave pay; flexible benefits (holiday buying, gym discounts, life assurance)
- 24/7 counselling and wellbeing support through TELUS Health (Employee Assistance Programme)
- Career progression to Deputy General Manager, Store Manager or Nottingham Support Office roles

Why I chose this role: I currently work as a Restaurant Manager, where I lead a small team in a busy hospitality setting. Moving to an Assistant Manager role at Boots means a bigger, more complex business and a regulated pharmacy environment, with a clear path to Store Manager. It also matches what I am learning on my Business Management degree – leading people, managing operations and using data to make decisions.

Section 2 – Curriculum Vitae

Hiyam al-bayati

Dudley, West Midlands | 074569903 | hiyam2340@gmail.com |

PERSONAL PROFILE

Motivated and people-focused Business Management undergraduate at the University of Wales Trinity Saint David, with two years' experience as a Restaurant Manager in a busy, customer-facing hospitality business. I bring strong organisational and communication skills, a calm approach under pressure and a genuine commitment to great customer care. My studies in business communication, problem solving and decision making have given me practical tools to plan workloads, analyse performance data and support a team. I train new staff, manage cash, stock and deliveries, and run the restaurant's social media. I am now looking to take my leadership skills into a larger retail business as an Assistant Manager at Boots, where I can lead, coach and develop colleagues while helping the store deliver strong, safe and compliant results.

KEY SKILLS

- | | |
|---|---|
| • Team leadership & coaching – supporting and motivating colleagues, sharing knowledge, leading by example | • Customer care – resolving queries and complaints calmly, building trust with customers |
| • Organisation & planning – prioritising tasks, meeting deadlines, planning daily work | • Compliance & safety – following procedures, health and safety, cash and stock controls |
| • Data & reporting – using reports and figures to spot problems and make decisions | • Communication – clear written, verbal and presentation skills (university presentations) |
| • Problem solving & decision making – structured approaches from my degree modules | • Digital skills – Microsoft Word, PowerPoint, Excel, till/EPOS systems |

WORK EXPERIENCE

Restaurant Manager | [pallas shawarma], [cape hill] | 2024 2026 – Present

- Manage day-to-day running of a busy restaurant, making sure customers receive friendly, efficient service and leave happy
- Serve customers and lead by example on the floor, dealing with queries and complaints calmly and professionally
- Induct and train new staff on customer service, till procedures and restaurant standards, helping them become confident and independent
- Operate tills and complete end-of-day cash-ups, reconciling takings accurately and following cash-handling procedures
- Order, receive and check stock and deliveries, rotating stock to reduce waste and keep items available
- Plan and post content on the restaurant's social media to promote offers and attract new and returning customers

- Consistently receive good customer feedback for service quality and the welcoming atmosphere of the restaurant

EDUCATION

BA (Hons) Business Management | University of Wales Trinity Saint David (UWTSD) | 2026– [Expected graduation year [2029]

- Relevant modules: Business Communication; Problem Solving and Decision Making; [other modules, e.g. Management, Marketing, Finance]
- Produced a business consultancy report for a small business case study (Basil's Bakery), analysing problems and recommending practical improvements
- Designed and delivered a presentation on communication models (Shannon-Weaver, linear and transactional), with Harvard-referenced evidence
- Completed a Personal Development Plan setting leadership and career goals

GCSEs | [grestone academy], [ipswich] | [2013]

- [Number] GCSEs including English Language ([A+]), Mathematics (B) and business management [A+]

ACHIEVEMENTS AND INTERESTS

- Interested in small-business management and entrepreneurship, including how independent retailers such as florists plan, price and promote their products
- [Any certificate – . Food Hygiene Level 2, First Aid, level 2 full UK driving licence]

REFERENCE

Available on request.

Section 3 – Cover Letter

[hiyam al-bayati],
24 woodcraft avenue, [b201as]
07456990374| hiyam2340@gmail.com

Recruitment Team / Store Manager
Boots
25-26 Market Pl, High St, Dudley DY1 1PJ

Dear Hiring Manager,

Re: Assistant Manager – Boots, Dudley

I am writing to apply for the Assistant Manager position at Boots in Dudley, as advertised on SimplyHired. Boots' purpose, "With You. For Life.", strongly appeals to me because I believe that great customer care and strong commercial results go hand in hand. I am currently studying for a BA (Hons) Business Management at the University of Wales Trinity Saint David, and alongside my studies I have worked for the past two years as a Restaurant Manager at pallas shawarma. I am now ready to bring my leadership experience into a larger retail business, and I am confident I can bring energy, q and a people-first attitude to your team.

As a Restaurant Manager I lead a team in a fast-paced, customer-facing environment every day. I serve customers and handle their queries and complaints, train new members of staff, complete till cash-ups, and manage stock and deliveries so the restaurant runs smoothly. I also manage our social media to promote the business and bring in new customers. My focus on service has been reflected in consistently good customer feedback. Training new starters has shown me how much I enjoy coaching others – for example, e.g. 'I created a simple checklist for new staff covering the till and cash-up, which helped them work independently within their first week'. Following strict cash-handling and stock procedures means I understand the importance of keeping a business safe, legal and compliant, which I know is especially important in a regulated pharmacy environment.

My degree has given me skills that match your person specification directly. In my Problem Solving and Decision Making module I learned structured ways to analyse a situation, weigh up options and act on evidence, and in a business consultancy report for a small business I used data to identify problems and recommend practical improvements. My Business Communication studies, including presenting on communication models, have strengthened my ability to give clear expectations and constructive feedback – skills I would use in regular team conversations and when leading the store in the Store Manager's absence. I am confident using systems and reports to make decisions, and I plan my time carefully to balance work and full-time study.

I would welcome the opportunity to develop with Boots, including working towards a pharmacy qualification such as the NVQ2 in Pharmacy Services, and in the longer term progressing to a Store Manager role. I am flexible, reliable and committed to delivering excellent care for customers and patients.

Thank you for considering my application. I have enclosed my CV and would be delighted to discuss how I could contribute to your team at interview.

Yours faithfully,

Hiyam al-bayati.