



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Assignment 1

Module code and name: LCLM4005 Employability and Career Development

Lecturer: Lizeta Demetriou

Name: Diana Grabekle

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Full job description

Assistant Manager - Fashion Retail | Gillingham

Salary: Up to £30,000 + Exceptional Benefits

Are you ready to step into the fast-paced world of fashion?

We're on the hunt for an *enthusiastic, driven* Assistant Manager to join a fashion store in the vibrant heart of Gillingham. This is your chance to be part of a brand renowned for its style, quality, and exceptional customer experience.

In this role, you'll take charge of the store's daily operations, leading a passionate team to deliver world-class service, exceed sales targets, and create an unforgettable shopping experience. If you're a natural leader with a flair for fashion, this is the opportunity to make your mark in a thriving, high-energy environment.

Why This Role Rocks:

- **Lead a High-Performance Team:** Motivate, inspire, and empower your team to deliver an outstanding customer journey.
- **Drive Sales & Achieve Success:** Smash targets, track KPIs, and implement strategies to ensure your store is always ahead of the curve.
- **Influence the Customer Experience:** From stock management to visual merchandising, you'll shape the shopping experience that keeps customers coming back.
- **Career Growth:** With endless opportunities for progression, this role is your launchpad to an exciting career in fashion retail.

Key Responsibilities:

- **Inspire & Lead:** Foster a positive, vibrant, and high-energy atmosphere for both customers and staff.

- **Boost Sales:** Lead by example to hit and exceed sales targets while driving the overall store performance.
- **Master Store Operations:** Oversee everything from stock management to merchandising, ensuring every detail reflects the brand's luxury image.
- **Champion Customer Service:** Ensure your team delivers exceptional service at every touchpoint, creating loyal, happy customers.
- **Analyze & Improve:** Use data to stay on top of KPIs and sales performance, driving continuous improvements across the business.

What We're Looking For:

- **Retail Leadership Experience:** Ideally from a fashion or accessories background, with a proven ability to manage teams and exceed targets.
- **Sales-Driven & Results-Focused:** You know how to drive performance, manage budgets, and hit financial goals.
- **Passion for People:** You're a natural leader who thrives in motivating and developing a team, with a focus on exceptional customer service.
- **Ambitious & Energetic:** You're eager to take your career to the next level and be part of a growing, dynamic brand.

Available at: <https://www.reed.co.uk/jobs/shop-manager-jobs-in-me5-8db>

Diana Grabekle

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Profile

Friendly, reliable and organised with experience in retail, customer service and team leadership. Passionate about providing excellent customer service and supporting colleagues to achieve high standards. Now looking for an opportunity to develop a career as an Assistant Manager.

Work Experience**Retail Assistant**

Magnolija Ltd'

August 2023 - Present

- Deliver excellent customer service
- Process cash and card payments accurately
- Coordinate stock control and check deliveries
- Support the daily operation of the store

Team Leader & Quality Controller

Wight Salads Ltd, September 2004 – August 2008 • A Gomez Ltd, October 2009 – June 2011 • Prime Produce Ltd, June 2013 – August 2014

- Led and supported production teams
- Trained and supported new employees
- Organised daily workloads
- Worked closely with managers to resolve operational problems

Education

University of Wales Trinity Saint David

Certificate of Higher Education - Business Skills for the Workplace

October 2025 – Present

Key Skills

- Excellent Customer Service
- Team Leadership
- Cash Handling
- Stock control and organization
- Communication and problem solving

References

References available on request

Diana Grabekle

diana.kokina@gmail.com

Dear Hiring Manager,

I am writing to apply for the *Assistant Manager* position, which I found on *reed.co.uk*. I am excited about this opportunity because I enjoy working in retail and customer service, and I would like to continue developing my leadership skills while contributing to a successful team. I believe that my professional experience and passion make me an ideal candidate for the role.

I have over three years of retail experience at Magnolia Ltd. In my current role, I deliver excellent customer service, assist customers with their needs, coordinate stock control, and support the daily operation of the store. In my previous role as a Team Leader, I led a team of staff, resolved customer issues, and helped improve the efficiency of

daily operations. These experiences have developed my communication, leadership, and problem-solving skills.

I am currently studying Business Skills for the Workplace at the University of Wales Trinity Saint David, where I am developing my knowledge of business and management. I am a reliable and organised person who enjoys working as part of a team and is always willing to learn new skills and take on new responsibilities.

I would welcome the opportunity to discuss how my skills and experience could contribute to your team.

Thank you for taking the time to consider my application. I look forward to hearing from you.

Kind regards,
Diana Grabekle

