Assistant Bookshop Manager

Mid-Level

What does an Assistant Bookshop Manager do?

An assistant bookshop manager supports the shop manager in running the day-to-day operations of the bookshop. This includes managing and supervising staff, ensuring excellent customer service, managing stock and merchandising, and helping the team meet sales and performance targets. They also assist with administrative tasks, maintain shop standards, and step in to make decisions when the manager is unavailable, contributing to the smooth and successful running of the shop.

Additionally, they support and work with the bookshop owner in recruiting and developing the bookselling team, developing the range of stock and setting the shop's strategy and eg sales targets, and they are familiar with all aspects of running the bookshop, so that they can deputise for the owner/manager.

Which skills and behaviours should an Assistant Bookshop Manager demonstrate?

- **Exemplary customer service:** *Engaging with customers, offering recommendations, resolving queries effectively*.
- **Leadership and team management:** *Managing and motivating staff, delegating tasks, supporting team development*.
- **Stock management skills:** *Managing stock levels, stock quality and stock availability; ensuring that stock is received and displayed promptly, that dead/unwanted stock is returned; and that shortages are claimed for straightaway*.
- **Communication:** *Clearly conveying information to staff, customers, and suppliers*.
- **Business acumen:** *Understanding and communicating sales targets, promotions, and business performance. Understanding and feeding into the business' strategic objectives*.
- **Problem-solving and decision-making:** *Handling unexpected challenges calmly and finding practical solutions*.
- **Time management:** *Prioritising tasks (for oneself and others) to ensure smooth daily operations*.
- **Attention to detail:** *Maintaining shop standards, compliance, and accurate records*.

Who does an Assistant Bookshop Manager work with?

An Assistant Bookshop Manager will work closely with the bookshop manager/owner or Regional Manager, depending on the type of bookshop.

How do I become an Assistant Bookshop Manager?

To become an assistant bookshop manager, one typically starts as a bookseller or retail assistant to gain experience in customer service, stock management, and shop operations, while gradually developing leadership skills by supervising staff, training new team members, or leading small projects. Building commercial awareness of sales, promotions, and shop finances, pursuing relevant training or qualifications, and demonstrating initiative, reliability, and a passion for books all help one to progress into a management role when opportunities arise.

With experience, you could progress to become a Bookshop Manager.