

# Staff Case Study

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**Name:** David Graham

**Job Role:** Timber & Lightside Collections Manager

**Where:** Aldershot

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*David has worked at Covers for 8 years, having gained previous experience as a Branch Manager at a variety of retail businesses. Working at Covers' Aldershot depot, he is Timber & Lightside Collections Manager for the branch.*

## **What does your job involve?**

I manage the Timber & Lightside Collections department, which means I am responsible for the overall sales performance of these products for the branch.

I work with my team to ensure everything is running smoothly and that they are working together to provide the best possible service to our customers. This means I get involved with all the different day-to-day tasks involved with keeping the department on track, including stock control, merchandising and carrying out staff appraisals. It's really important my team are happy and have someone to talk to if they have any questions or need help with an order.

As a manager, one of the things I get involved with is working on different community projects. Covers is regularly involved with charity and community work. This might be organising a fundraising event, or helping a school or community group with a donation of materials so they can complete a project. It's great being able to support others and know that we've helped make a difference.

## **Why do you love working at Covers?**

Anyone you talk to at Covers will tell you there is a genuine family atmosphere and this is certainly true in my experience – I miss my team when I'm on leave! The business provides unwavering support to its staff and I feel extremely valued here.

Every employee at Covers has the chance to grow and develop. It's great watching a trainee as their confidence gradually increases. It's true that a happy team makes for good business, which is evident in how long many of the team have worked here and the number of customers we have returning time and time again – it's extremely rewarding.



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