

Job Description

Overall Job Objectives:

- To be responsible for the effective operation of the shop by managing day-to-day activities.
- To be responsible for managing both voluntary and paid staff.
- To assist with recruiting a motivated staff team.
- To be responsible and accountable for maximising shop profit by achieving budgeted income and controlling expenditure in line with budget.
- To achieve profit and customer footfall targets as set by the Management Committee.

Employer: Farmborough Community Shop Ltd

Place and Hours of Work: Farmborough Community Shop. Up to 40 hours per week.

The manager may need to be available by telephone for any urgent queries during opening hours.

Contract Type: Permanent. Full/Part Time. A full time post may include some split shifts and weekend work.

Salary: £17,500 to £19,500 per annum, pro rata, based on experience and level of responsibility.

Holiday Entitlement: Pro rata, based on 20 days per year full-time.

Line Management: The Shop Manager will report directly to the Management Committee.

Main Tasks and Responsibilities

Personnel and Training:

- Responsible for the daily management of the shop team, including ensuring that volunteers are available to cover the agreed hours of opening in accordance with agreed policies on manning levels and opening hours.
- Attract, support and retain a team of volunteers and, if shop performance allows, paid shop assistants.
- Provide training for volunteers and staff as and when necessary, including the induction of new volunteers and staff.
- Attend training courses that support the development of the role and the community shop.
- Lead and develop the volunteer/staff team, encouraging effective communication, setting objectives, initiating work plans, and helping to foster a positive team spirit.

Income Generation:

- Maintain effective stock management and merchandising using the EPOS system.
- Maximise shop sales by initiating marketing campaigns and sales promotions.
- Maintain high levels of shop presentation by merchandising and housekeeping to agreed standards.
- Assist in fundraising events to promote awareness of the shop.

Administration:

- Develop and maintain a list of suppliers, promoting and using local suppliers wherever possible.
- Monitor customer requests regarding new or different products or services and acting on them as appropriate.
- Order all stock, negotiating the most favourable terms including best price and delivery arrangements.
- Arrange payment of suppliers in accordance with agreed terms.
- Arrange deliveries and collections.
- Check invoices from suppliers against stock records.
- Adhere to all policies and procedures, including those relating to compliance and risk management, with particular reference to: finance, health and safety, food hygiene, alcohol and under age items and safeguarding.
- Complete all administration tasks to standards and deadlines agreed with the management committee.
- Attend and report to management committee meetings.

Customer Service:

- Provide excellent customer care through quality of service, dealing with any complaints efficiently and effectively.

Premises Management:

- Take day-to-day responsibility for the shop interior and exterior displays.
- Ensure daily cleaning and food hygiene schedules and documentation are carried out.
- Ensure all shop equipment is regularly monitored and kept in good working order.
- Inform the Management Committee of necessary repairs and maintenance.

Security:

- Act as the main key holder and delegate key holding to other staff/volunteers in accordance with agreed guidelines.
- Ensure the security of shop takings.
- Ensure that security procedures are understood and implemented by all volunteers and staff, including confidentiality standards and data protection issues.

Miscellaneous:

- To carry out any other duties within the overall objectives of the job when requested by the Management Committee.

Person Specifications: Community Shop Manager

Attributes	Details	Requirement
Education and Training	A minimum of 5 GCSEs or equivalent	Essential
	Basic keyboard and IT skills	Essential
	Experience of using an EPOS system *	Desirable
	Basic Food Hygiene certificate *	Desirable
Knowledge and Experience	History of working within the retail industry	Essential
	Experience of working at managerial level	Essential
	Prior experience of working in a 'customer-facing' role	Essential
	Experience of working as a volunteer or with volunteers	Desirable
Skills and Abilities	Possess a friendly and engaging manner and have good communication skills	Essential
	Ability to work independently and be self-motivated but also able to work as part of a small team	Essential
	Ability to prioritise and organise workload	Essential
	Ability to motivate others	Essential
Other factors	Flexibility with regard to working hours	Essential
	Current and clean driving licence	Desirable

*These are essential requirements and appropriate training will be provided

Letters of application and CVs giving details of two referees should be submitted to admin@farmboroughshop.co.uk by Friday 23 March 2018.