

Bretforton Community Shop Ltd

Vacancy: Manager (Part-Time)



REPORTING TO: Bretforton Shop Committee

PAY: TBC

HOURS: Flexible Hours – up to 30 hours per week (typically 24 hours a week)

About the role:

We are now looking to recruit a part-time shop manager to work alongside two other managers who also work on a part-time basis.

You'll have an excellent understanding of customer service alongside a sound understanding of retail management. Your people skills will be crucial too. You'll love getting stuck in; being part of a great team and enjoying working with a diverse range of people – whether you're inspiring our volunteers or warmly welcoming customers.

At the same time, you'll be well organised and comfortable with typical retail procedures such as cashing up, placing orders, receiving stock and accurately entering information into the Shop's point of sale system. You will also be competent using computer applications such as Excel.

Reporting to the shop committee, you will be responsible for the running of the Community Shop and Café. You will work as a team with two other part-time managers, and also alongside a dedicated team of volunteers. You will promote friendly service to customers conducive to raising the profile of the shop in the village and to passing trade, and establishing a culture where everyone feels welcome.

And naturally you will be expected to maintain excellent retail standards and to support the committee in delivering against the Shop's commercial targets.

The role will be for up to 30 hours a week, and a typical week will involve working 24 hours. You will be required to work early mornings, evenings, Saturdays and Sundays. It will be critical that you co-ordinate your rotas with the two other managers to ensure coverage of the shop's trading hours, opening, closing and scheduled 'hand-over' time.

Accountability:

The role will report to the Management Committee of the Community Shop Society.

Bretforton Community Shop:

Bretforton Community Shop Ltd is a 'society for the benefit of the community' that runs the Community Shop and Cafe. Opened in December 2014, the shop is run by paid management and a team of 50 volunteers. It provides a vital service for over 1,000 village residents as well as passing trade.

TASKS AND RESPONSIBILITIES

Retail management:

- Ensuring a high standard of customer service in line with our community ethos.
- Managing and optimising the retail display and café areas of the shop.
- Managing the stock to ensure quality control and stock rotation and minimum wastage.
- Entering information into the Shop's Point of Sale system.
- Handling of cash receipts and banking, together with the security of cash takings etc. in line with the Shop's financial procedures and controls policy.
- Placing orders, supplier liaison and arranging deliveries.
- Taking an innovative approach to the products stocked and their presentation.

Volunteer support:

- Working with volunteers including induction and training, and on-going management to promote team working.
 - Support good communications with the volunteer team.
 - Supervise work experience students.
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KNOWLEDGE/SKILLS AND EXPERIENCE:

SKILLS

- Customer service focus with the ability to exceed customer's expectations.
- Good communications skills.
- IT literate and confident.
- Commercial and financial awareness.
- Ability to empathise with and support volunteers through their induction, training and regular volunteering.
- Innovative and willing to experiment and implement new ideas.
- Practical problem-solving skills.
- Outgoing personality and good with people, for dealing with both customers and volunteers.

Awareness and experience in these areas would be useful but not essential, full training will be given:

EXPERIENCE

- Retail experience and visual merchandising.
- Working with volunteers.

KNOWLEDGE

- Knowledge of Health & Safety and Food Hygiene.
- Knowledge of EPOS and stock ordering systems.
- Knowledge of local suppliers.