

## **Shop Assistant Manager**

WORKING HOURS: 40 hours per week, flexible includes some weekends/evening

Part time role could be considered please indicate this within your application.

SALARY:21-23k

Reports to: Manager and Management Committee

### Scope of Job Role

The purpose of this job is to work with us to complete the setup of our new community shop and to help manage day-to-day business. Your primary role will be to ensure the smooth daily running of the shop and help to drive the growth of this community-owned business. You will work with the manager to train and inspire a team of volunteers to provide a high-quality customer experience. You will have an important role helping to achieve our sales targets and ensuring our shop is successful.

Ideally, you will have some experience of working in a similar environment and an interest in promoting community projects. You will have excellent communication and customer service skills and be enthusiastic about sourcing produce and presenting it to our customers.

You will work with volunteers working shifts in the shop. You will report directly to the manager. You will be committed to promoting the shop and bringing new and exciting ideas to this developing community business. This will be a demanding but enjoyable role that requires the ability to manage a range of responsibilities.

### MAIN DUTIES AND RESPONSIBILITIES

To work with the manager to:

- Carry out day-to-day operations of the shop.
- Exceed sales targets.
- Do some day-to-day marketing, product promotion and social media.
- Roll out seasonal and/or other marketing campaigns to promote producers, produce and events.
- Help maintain administrative and financial administration systems and procedures including invoice management.
- Maintain accurate records for ordering, stock control and pricing.
- Ensure the shop is welcoming and friendly to customers, staff and volunteers.
- Provide excellent customer service.
- Lead the shop delivering performance improvements and achieving growth and business targets
- Develop and maintain excellent relationships with the Management Committee, keeping them abreast of operational and financial issues

- Assist with volunteer rotas, and ensuring that the shop and café have sufficient cover in line with opening hours and supervise volunteers
- Build good working relationships with suppliers, ensuring the shop achieves best quality and best value purchases from all suppliers
- Help negotiate best deals and best possible payment terms with suppliers, working closely with the Treasurer
- Deal effectively with customer queries and complaints
- Play a hands-on role behind the counter serving customers
- Build a good working relationship with the other organisations in the building
- Ensure clear and effective communication, with other staff, volunteers and with the committee
- Ensure stock losses are kept to a minimum, identify any slow-moving stock and take action as required
- Ensure excellence in customer service, operations and in financial control at all times
- Must be prepared to work hours as required.

Please send through to [woodgate.committee@gmail.com](mailto:woodgate.committee@gmail.com) a covering letter and your CV

Deadline 26<sup>th</sup> September

Interviews week commencing 2<sup>nd</sup> October