

# SHOP & PO ASSISTANT MANAGER JOB DESCRIPTION

Job Title:	<b>Shop &amp; PO Assistant Manager</b>	Based:	<b>Shop &amp; PO, An Crùbh</b>
Reports to:	<b>Business Development Manager</b>	Hours:	<b>35 hours a week including some weekend work.</b>
Salary:	<b>£16,380</b>	Contract:	<b>Permanent, with annual review of hours and salary</b>
Bonus	<b>An Crùbh intends to introduce a performance-related bonus scheme</b>	Holiday entitlement	<b>28 days per annum</b>

## Background

An Crùbh is a community hub which was completed at the end of 2016. An Crùbh is owned by Camuscross & Duisdale Initiative (CDI), a company limited by guarantee with charitable status. The building contains a licensed shop and PO, a licensed café, a hall, small meeting room, toilets and showers. A Business Development Manager has recently been appointed, who will take up post in mid February. The shop with Post Office and café will be run by a trading subsidiary of CDI. A contract has been signed with the Post Office to move the post office and mail handling operations from the current location in Duisdale. The part of An Crùbh containing the hall and the meeting room will be run by CDI. An Crùbh will employ a minimum of 7 FTE employees. An Crùbh will open on 23<sup>rd</sup> March 2017.

## Overall Purpose of the Job

- Support the Shop & PO Manager to develop the vision of a financially successful licensed shop that operates to a high standard, stocking a range of products from groceries to high end products and showcasing local products, building its customer base and contributing to the aim that the shop and An Crùbh as a whole is financially self-sustaining by Year 4
- Take responsibility for managing staff during the Shop & PO Manager's holiday and sick periods
- Support the Shop & PO Manager to achieve targets for maximizing shop profit
- During the Manager's absence, ensure agreed systems are followed to order and manage stock, and which ensure that expenditure is controlled in line with budget.

## Line Management & Performance-related Bonus Scheme

- There will be a review of performance at 6 months
- The role will be line managed by the Shop & PO Manager who will conduct regular appraisals
- An Crùbh Ltd intends to implement a performance-related bonus scheme, which will be linked to achievement of targets

## Main Tasks and Responsibilities

### Personnel and Training

- During the Shop & PO Manager's absences, responsible for the daily management of the shop team, including ensuring staff are available to cover the agreed hours of opening in accordance with agreed policies and the PO contract on manning levels and opening hours.
- During the Shop & PO Manager's absences, responsible for overseeing the Royal Mail sorting staff
- Support the Shop & PO Manager in their responsibility to lead and develop the staff team, and contribute to fostering a positive team spirit and retaining staff.

## Income Generation

- Be aware of and support the Shop & PO Manager in maximizing shop and PO profit by achieving budgeted income, and targets.

- Support the Shop & PO Manager in maximising shop and PO sales by initiating marketing campaigns and sales promotions.
- Support the Shop & PO Manager in maintaining effective shop and PO stock management, keeping wastage to a minimum and be responsible for this during their absences.
- Support the Shop & PO Manager in maintaining high levels of shop and PO presentation through merchandising and housekeeping and be responsible for this during their absences.

### **Administration**

You will support the Shop & PO Manager to, and during their absence, you will be responsible for:

- Ordering stock from regular suppliers
- Arranging payment of suppliers in accordance with agreed terms
- Arrange deliveries and collections
- Check invoices from suppliers against stock records
- Comply with PO ordering and mail sorting requirements
- Complete all administration tasks to a high standard and agreed deadlines.

### **Customer Service**

- Provide excellent customer care through quality of service, including logging complaints
- Record customer requests regarding new or different products or services and report to the Shop & PO Manager

### **Premises Management**

You will support the Shop & PO Manager to, and during their absence, you will be responsible for:

- Taking day to day responsibility for the shop interior and exterior displays
- Ensuring daily cleaning and food hygiene schedules and documentation are carried out.
- Ensuring all shop equipment is regularly monitored and kept in good working order, logging necessary repairs and maintenance.
- Acting as main key holder for the shop and delegate key holding to other staff in accordance with agreed security protocols for An Crùbh
- Ensuring the security of shop and Post Office takings.
- Ensuring that security, fire and safety procedures are understood and implemented by all staff

### **The law, policies and protocols**

- Support the Shop & PO Manager in ensuring the running of the shop complies with all legal obligations and follows An Crùbh protocols and policies including: equal opportunities, fire, health and safety, hygiene, sales of alcohol and tobacco, Post Office requirements, confidentiality and data protection.

### **Miscellaneous**

- Carry out any other duties within the overall objectives of the job when requested to do so by the Shop & PO Manager.

### **Person Specification**

#### **Essential**

- Motivated and ambitious
- Organised with ability to prioritise workload
- Experience of working in the retail industry
- Computer literate, familiar with preparing and using spreadsheets, Word, email
- A friendly, engaging manner with ability to engage positively with customers

- Experience of working in an outward-facing role
- Experience of or ability to work effectively in a small team
- Flexibility with regard to hours

**Desirable**

- Experience of using an EPOS system (computerised till system)
- Experience of providing Post Office services
- Basic Food Hygiene Certificate
- Interest in working for a social enterprise

**APPLICATIONS**

Please submit your CV and accompanying letter explaining your suitability for the job by midnight on 3rd February 2017. to [susancamuscross@gmail.com](mailto:susancamuscross@gmail.com) Interviews will take place on 10<sup>th</sup> February. Tel Susan Walker or email [susancamuscross@gmail.com](mailto:susancamuscross@gmail.com) for more information

**An Crùbh Management & Staffing Structure**

