

SHOP & PO MANAGER JOB DESCRIPTION

Job Title:	Shop & PO Manager	Based:	Shop & PO, An Crùbh
Reports to:	Business Development Manager	Hours:	35 hours a week including some weekend work.
Salary:	£20,020	Contract:	Permanent, with annual review of hours and salary
Bonus	An Crùbh intends to introduce a performance-related bonus scheme	Holiday entitlement	28 days per annum

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 Crubh will employ a minimum of 7 FTE employees. An Crùbh will open on 23rd March 2017.

Overall Purpose of the Job

- Develop the vision of a financially successful licensed shop that operates to a high standard, promoting a range of goods 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
- Manage staff and ensure a motivated, organised, well-trained staff team
- Be responsible and accountable for maximizing shop profit, set up efficient systems to source, order and manage stock, and ensure expenditure is controlled in line with budget.
- Work closely with other An Crùbh Managers to monitor and report and identify and develop business opportunities and synergies between the shop, café, hall.

Line Management & Performance-related Bonus Scheme

- There will be a review of performance at 6 months
- The role will be line managed and appraised by the Business Development Manager 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

- 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.
- Responsible for overseeing the Royal Mail sorting staff
- Identify and liaise with the Business Development Manager to cost and organise staff training,
- Work with the Business Development Manager to recruit new staff
- Ensure new staff are inducted and trained to the shop and PO requirements and receive regular appraisals and support as required.

- Lead and develop the staff team, encouraging effective communication, setting objectives, initiating work plans, helping to foster a positive team spirit and retain staff.

Income Generation

- Be responsible and accountable for maximising shop and PO profit by achieving budgeted income, and targets set by the Business Development Manager and Trading Subsidiary.
- Maintain effective shop and PO stock management, keeping wastage to a minimum.
- Maximise shop and PO sales by initiating marketing campaigns and sales promotions.
- Maintain high levels of shop and PO presentation through merchandising and housekeeping
- Assist the Business Development Manager and Café Manager in developing and running events and schemes to promote the shop, the café and hall facilities.

Administration

- Develop and maintain a list of suppliers, using local suppliers wherever possible
- Order all stock, negotiating the most favourable terms ie 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
- Comply with all PO reporting, ordering and mail sorting requirements
- Complete all administration tasks to a high standard and agreed deadlines.
- Attend and provide effective reporting and contribution to the weekly meetings of An Crùbh Management Team, with the Business Development Manager and Café Manager

Customer Service

- Provide excellent customer care through quality of service, dealing with any complaints efficiently and effectively
- Monitor customer requests regarding new or different products or services and acting on them as appropriate

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 Business Development Manager of necessary repairs and maintenance.
- Act as main key holder for the shop and delegate key holding to other staff in accordance with agreed security protocols for An Crùbh
- Ensure the security of shop and Post Office takings.
- Ensure that security, fire and safety procedures are understood and implemented by all staff

The law, policies and protocols

- Ensure that 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 Business Development Manager.

Person Specification

Essential

- Highly motivated and ambitious
- Organised with ability to prioritise workload
- Experience of working in the retail industry
- Experience of working at a managerial level and managing staff or volunteers
- 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
- Ability to motivate and lead a small team of staff
- 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
- Current clean driving licence
- 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 Interviews will take place on 10th February.

Tel Susan Walker or email susancamuscross@gmail.com for more information

An Crùbh Management & Staffing Structure

