**JOB DESCRIPTION**

**JOB TITLE:** Shop Manager

**THE COMPANY:** Creaton Community Benefit Society Limited (CCBS).

CCBS is owned by members of the community who have purchased shares in the company.

**THE BUSINESS:**  Creaton Village Shop, 2A Welford Road, Creaton, Northampton NN6 8NH,

a convenience store and Post Office, established in 2018

Opening Hours: Monday to Friday 7:30am to 6:00pm

Saturday and Sunday 8:00am to 12:00pm

The shop is open most bank holidays as per weekends

**THE ROLE:** The Manager will oversee the day-to-day management and operations of the

Shop, in line with the objectives and policies of the CCBS Management Committee. The Manager will be supported in this role by the Assistant Managers, who are also responsible for the Post Office. The role will involve a combination of working in the shop, working from home and some trips to suppliers.

**JOB HOURS:** 25 to 30 hours per week

**REMUNERATION:** A salary of £17,000 to £20,000 p.a. for part time hours, as above, subject to experience

**RESPONSIBILITIES:**

**To Provide Excellent Customer Service**

* ensure that all customers are treated with respect, and their needs catered for, as far as possible
* ensure that the shop is well stocked with popular products, including a wide range of locally produced items
* maintain a clean, safe, and appealing shopping environment
* handle responsibly and sensitively any complaints made about the Business, or any person representing the Business, and refer these to the CCBS Management Committee
* encourage and respond appropriately to customer requests for items not currently sold
* oversee the management of the shop interior and exterior displays

**To Develop an Excellent Work Environment**

* oversee the day-to-day management of the shop team, helping to promote a team spirit
* work with the Post Office staff to ensure integration between the two sides of the Business
* work with the Volunteer Director to ensure that the rota is filled, filling vacant shifts occasionally as well as having own pre-planned shifts
* ensure that all staff and volunteers are suitably trained

**To Focus on Sustainable Profit**

* seek opportunities to grow the business, sustainably, and exceed sales targets
* manage the EPOS system, making good use of it for stock control, ordering, and information on the top and bottom sellers
* support the Finance Director by keeping appropriate financial records, including daily cashing-up records and balances
* ensure delivery notes and invoices (where appropriate) are checked against goods received, and are signed off and delivered to the Finance Director in a timely manner
* maximise shop sales by working with the Marketing Director on sales promotions, including

social media campaigns

* ensure waste is monitored and minimised
* manage the relationship with suppliers, monitor and co-ordinate orders, and react when special offers and promotions are available
* oversee customer orders and deliveries

**Other Responsibilities**

* ensure compliance with all relevant legislative requirements
* ensure compliance with the procedures laid down in the Shop Handbook and Company risk register, and ensure that all employees and volunteers are familiar with the contents of the Handbook
* ensure daily cleaning and food hygiene schedules are carried out and documented
* ensure all shop equipment is regularly monitored and kept in proper functioning order
* ensure all security procedures are understood and implemented by all staff and volunteers, including confidentiality and data protection issues
* report to the CCBS Management Committee regularly, as required
* be an ambassador for both the Business and the Company
* carry out any other task that the Management Committee might reasonably ask

**PERSONAL SKILLS AND EXPERIENCE:**

# The Manager is expected to:

* be customer focused
* possess strong interpersonal skills and a friendly nature
* have relevant management experience, preferably in the retail sector
* possess good leadership skills
* be a team player
* be a good communicator

# have a good general education

* have good numeracy and literacy skills
* have a good basic knowledge of financial accounts and budgeting
* have good IT skills, including use of email and spreadsheets

# have the ability to manage stock control, pricing, and efficient use of the EPOS system

* be a good problem solver
* behave ethically
* be forward-thinking
* have a neat and professional personal presentation
* be willing to embrace social media to promote the Business
* possess a clean driving licence
* either have a DBS ([Disclosure and Barring Service](https://www.gov.uk/criminal-record-checks-apply-role)) certificate, or have no barrier to

attaining one

Other certificates will be required to fulfil the role, including:

* Personal Licence for the Sale of Alcohol
* Food Hygiene
* First Aid

Appropriate training will be provided as necessary