



YOUR VILLAGE STORES

MAIDEN NEWTON & CATTISTOCK

Cattistock Stores Manager Job Description and Person Specifications Cattistock Village Stores September 2020

Closing Date: Wednesday 30th September 2020

Job Title: Shop Manager

Location: Cattistock Village Stores, Cattistock, Dorset, DT2 0HY

Salary: £18,720 per annum, pro rata, based on experience and level of responsibility. Possible profit related Bonus (TBC)

Contract: Permanent. Full/Part Time. Hours of work to be agreed and in line with Shop opening. Job share is possible. May include weekend and Bank Holidays.

Place of Hours and Work: Cattistock Village Stores. Hours to be agreed (Maximum up to 40 hours per week.) The Manager may need to be available by telephone for any urgent queries during open and closed hours.

Holiday Entitlement: Pro rata, based on 28 days per year full-time.

Key role:

This is a new and exciting collaboration for the village of Cattistock. As the Shop Manager you will have a key role in building on the vibrant and successful shop and community hub the village volunteers of Cattistock have worked hard to keep open during Covid. You will be an ambassador for the shop and the key point of contact for customers, volunteers and suppliers.

Key responsibilities:

You will be responsible for the running of the Cattistock shop. You will promote a friendly service to customers conducive to raising the profile of the shop in the village and to passing trade. You will establish a culture where everyone feels welcome.

You will use your excellent understanding of customer service alongside your sound understanding of retail management to meet both financial and non-financial targets agreed with the Store owner.

Leading and inspiring our team of volunteers will rely on both your people and organisational skills. Your ability to lead and work as a member of a team is an essential aspect of the role.

You will maintain excellent standards and support the management in achieving the shop's retail and community targets. You will have competent IT skills and be able to train others to be effective in managing the shop EPOS software. You will be responsible for running and promoting the Post Office within the Store. You must be dedicated to the role, be punctual, trustworthy and reliable and have the ability to remain calm under pressure.

This position will be subject to an enhanced DBS check, Credit reference check and evidence of right to work in the UK.

Job Description

Overall Job Objectives:

- To be responsible for the effective operation of the shop by managing day-to-day activities.
- To be responsible for managing both voluntary and paid staff.
- To assist with recruiting a motivated staff team.
- To be responsible and accountable for maximising shop profit by achieving budgeted income and controlling expenditure in line with budget.
- To achieve profit and customer footfall targets as set by the Store Owner.

Main Tasks and Responsibilities

Personnel and Training:

- Responsible for the daily management of the shop team, including ensuring that volunteers are available to cover the agreed hours of opening in accordance with agreed policies on manning levels and opening hours.
- Attract, support and retain a team of volunteers and, if shop performance allows, paid shop assistants.
- Provide training for volunteers and staff as and when necessary, including the induction of new volunteers and staff.
- Attend training courses if required that support the development of the role and the community shop.
- Lead and develop the volunteer/staff team, encouraging effective communication, setting objectives, initiating work plans, and helping to foster a positive team spirit.

Income Generation:

- Maintain effective stock management and merchandising using the EPOS system.
- Maximise shop sales by initiating marketing campaigns and sales promotions.
- Maintain high levels of shop presentation by merchandising and housekeeping to agreed standards.
- Assist in fundraising events to promote awareness of the shop.

Administration:

- Assist in developing and maintain a list of suppliers, promoting and using local suppliers wherever possible.
- Monitor customer requests regarding new or different products or services and acting on them as appropriate.
- Order stock and assist in negotiating the most favourable terms including best price and delivery arrangements.
- Help to arrange payment of suppliers in accordance with agreed terms.
- Promote and arrange deliveries and collections within the community.
- Check invoices from suppliers against stock records.
- Adhere to all policies and procedures, including those relating to compliance and risk management, with particular reference to: finance, health and safety, food hygiene, alcohol and under age items and safeguarding.
- Complete all administration tasks to standards and deadlines agreed with the management committee.
- Attend and report to the Store owner through regular meetings.

Customer Service:

- Provide excellent customer care through quality of service, dealing with any complaints efficiently and effectively.

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 Store owner of necessary repairs and maintenance.

Security:

- Act as the main key holder for the Store and Post Office
- Ensure the security of shop and Post Office moneys.
- Ensure that security procedures are understood and implemented by all volunteers and staff, including confidentiality standards and data protection issues.

Miscellaneous:

- To carry out any other duties within the overall objectives of the job when requested by the Store owner.

Person Specifications: Store Manager

Attributes	Details	Requirement
Education and Training	Basic keyboard and IT skills	Essential
	Experience of using an EPOS system *	Desirable
	Basic Food Hygiene certificate *	Desirable
Knowledge and Experience	History of working within the retail industry	Essential
	Experience of working at managerial level	Desirable
	Prior experience of working in a 'customer-facing' role	Essential
	Experience of working as a volunteer or with volunteers	Desirable
	Experience of working in a Post Office *	Desirable
Skills and Abilities	Possess a friendly and engaging manner and have good communication skills	Essential
	Ability to work independently and be self-motivated but also able to work as part of a small team	Essential
	Ability to prioritise and organise workload	Essential
	Ability to motivate others	Essential
Other factors	Flexibility with regard to working hours	Essential
	Current and clean driving licence	Desirable

*These are essential requirements and appropriate training will be provided

Letters of application and CVs giving details of two referees should be submitted FAO Mrs K. Aldous to office@your-villagestores.co.uk by Wednesday 30th September 2020.