

Wray Village Store

The heart of the community

Job Title: Store Manager
Hours: Permanent – Part Time
Location: Wray Village Store, Main Street, Wray
Reporting to: Directors of Wray Village Store Ltd Community Benefit Society

Job Description:

To manage the operational needs required to enable the successful growth of Wray Village Store as a sustainable business and a vital asset to the Community of Wray and surrounding communities.

Role and Responsibilities:

- To be responsible for the effective operation of the store by managing day-to-day activities.
- To assist in the recruitment, training, development, management and retention of motivated volunteers and staff.
- To be responsible and accountable for maximising mutually agreed shop profit by achieving budgeted income and controlling expenditure in line with budget.
- To achieve mutually agreed profit and customer footfall targets as set by the Directors of the Community Benefit society, utilising social media and implementing, where appropriate, agreed marketing campaigns and sales promotions.
- To develop and (with the Committees approval) implement ideas to improve footfall and sales and to bring more people into the shop
- Develop and maintain excellent professional relationships with the Directors of the Community Benefit Society, keeping them updated on operational and financial issues.
- Responsible for managing staff and volunteer rotas and ensuring that the shop has sufficient cover in line with opening hours.
- Responsible for maintaining aspects of the store's hygiene, health, safety and security
- Responsible for managing stock ordering, stock levels and stock control
- Build good working relationships with suppliers, ensuring the store achieves best quality and best value purchases from all suppliers
- Deal effectively with customer queries and complaints, record and inform directors of major issues
- Ensure all 'goods' returned are handled efficiently, and that refunds are received in line with the store's policy
- Ensure stock losses are kept to a minimum, identify any slow-moving stock, and take action as required
- Ensure measures are in place to foster excellence in customer service, operations and in financial control at all times
- Must be prepared to work agreed flexible hours, including arranging cover or personal attendance to receive supplier orders, if on occasions, they are delivered outside shop hours.
- Undertake assigned training to support the development of the role and the community store.
- Maintain high levels of store's presentation by merchandising and housekeeping to agreed standards.
- Act as the main key holder and delegate key holding to other staff/volunteers in accordance with agreed guidelines.
- Ensure the security processes are in place for store takings.
- Ensure that security procedures are understood and implemented by all volunteers and staff, including confidentiality standards and data protection issues.
- Ensure daily cleaning and food hygiene schedules and documentation are carried out in accordance with relevant legislation and guidance.
- Ensure all store equipment is regularly monitored and kept in good working order, to an agreed schedule, and
- Inform the Management Committee of necessary repairs and maintenance.
- To carry out any other reasonable duties within the overall objectives of the job when requested by the Management Committee.
- Develop and maintain a list of suppliers, promoting and using local suppliers wherever possible.
- Monitor and recording customer requests regarding new or different products or services and acting on them as appropriate.
- Order stock, negotiating the most favourable terms including best value for money and delivery / collection arrangements.
- Arrange timely payment of suppliers in accordance with agreed terms, checking 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 underage items and safeguarding.
- Complete all administration tasks to standards and deadlines mutually agreed with the Directors of the Community Benefit society.

WRAY VILLAGE STORE LTD - A Community Benefit Society Registered under the Co-operative and Community Benefit Society Act 2014. Registration No. 8915.

Web:- www.wrayvillagestore.co.uk

Email: shop@wrayvillagestore.co.uk

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Person Specification

Factors	Description	Essential	Desirable	Assessment
Knowledge & Experience	Previous experience in a retail environment		x	
	Previous experience at a supervisory or managerial level in food retail		x	
	Previous experience of managing staff		x	
	An understanding of budgets & targets and the ability to work to deliver and improve them essential		x	
	Knowledge of health and food safety and legislative responsibilities of a retail environment and the skill to manage those responsibilities essential			x
Communication Skills	Good interaction and communication skills	x		
	Excellent teamwork skills	x		
	Able to stay calm and courteous under pressure	x		
	Friendly and chatty disposition.	x		
Equality and Diversity	Understanding of and commitment to equality of opportunity and good working relationships	x		
Other	Good level of numeracy and literacy skills	x		
	Good problem solving and organisational skills	x		
	Enthusiasm and commitment.	x		
	Flexible to the needs of the service.	x		