

KINGDOM KRAFTS | BEACON BOOKS

Job Title: SHOP MANAGER

The Manager's Role: to run the shop successfully. Working on the shop floor, in constant contact with customers and staff. Dealing with customer queries and complaints. Responsible for ensuring all staff give great customer service as well as monitoring the financial performance of the shop. To be accountable to the Trustees. Must be able to deal with customers from all walks of life who come into the shop.

Job Description

- To oversee the day to day running of the shop, in partnership with other staff and volunteers.
- To ensure that the shop is run in a professional manner, by providing the customers with an excellent service.
- To ensure the shop, inside and out, and its facilities, always present a clean, tidy and attractive appearance to customers, including sweeping up, cleaning windows, maintaining plants, daily cleaning of kitchen and toilets, etc
- To be responsible for the shop layout and to ensure that all displayed stock is presented in an attractive and safe manner.
- To ensure that the shop is kept stocked and to oversee the ordering of new stock, as required, including building excellent relationships with suppliers and implementing/maintaining tight stock control.
- To ensure that the shop complies with current health and safety legislation.
- To ensure that all shop finances are handled appropriately, including tills, banking, invoicing, payments, stock-taking, pricing, purchasing, utilities contracts and preparing annual figures for the accountant.
- To be responsible for the recruitment of new volunteers and to provide the necessary training to ensure that all staff are suitably equipped for their roles.
- To create an effective and pleasant working environment for all staff that encourages them to flourish in their roles.
- To provide regular updates to the trustees on how the shop is progressing.
- To market and promote the shop on an ongoing basis, including event planning (including evening events), stalls, giving Fairtrade talks, leaflets, social media, website, blog, twitter, etc
- To explore new ways to develop the shop and increase revenue.

Key skills for retail managers: enthusiasm, excellent IT skills, numerical skills, verbal communication skills, team working skills, organisational skills, resourcefulness, confidence, commercial awareness. A successful applicant must be in good standing with the local church, and demonstrate Christian maturity in all matters pertaining to faith and practice. They will undergo the necessary DBS checks.