



## Vacancy for Shop Manager (19 hours per week)

Here at **True Food** Community Co-op in Emmer Green, we are looking for someone to join our friendly staff team. You would be one of our team of shop managers taking responsibility for managing the shop. Our staff team is small and requires cross-functional working between the roles, therefore there would be a requirement to undertake other tasks related to the effective running of the business.

This role is 19 hours per week, comprising three shifts which are currently Tuesday, Friday, and Saturday afternoons.

The salary is currently £13,575 per annum (£13.74 per hour) and is complemented by a generous in-store discount.

Below you will find further information about **True Food**, the job description and person specification.

If you are interested in joining our small team and share our passion for ethically-sourced, organic and zero-waste products, please complete the application form and send it along with a letter of interest by **Friday 6<sup>th</sup> September** by post or email, to:

Cathy Hughes,  
Chair of True Food,  
True Food Community Cooperative,  
61 Grove Road, Emmer Green,  
Reading RG4 8LJ

*Email:* [chair@truefood.coop](mailto:chair@truefood.coop)

If you have any questions about the post, please email Cathy at the above email address.

# True Food Community Co-operative

**True Food** is a leading and pioneering retailer of organic food and products. It began in 1999 when a small group of people came together to source affordable organic food. Within two years the True Food Club was buying a wide range of organic food and starting to operate as a market, moving to the Rising Sun Arts Centre. From 2004, markets were held at community venues across Reading; **True Food** had established itself as a provider of affordable organic food and eco-friendly household goods to the people of Reading. On 15th December 2004 **True Food** was formally registered as The True Food Community Co-operative Limited. In 2010 our organic supermarket was opened in Emmer Green, and this has been our base ever since.

The durability of **True Food** has shown that it is possible to run a successful and viable business based on strong ethical principles. As a co-operative, we are owned by our members; we currently have around 200 members from across Reading. Our management committee is elected from these members and is responsible for managing the business. We employ five members of staff: three shop managers, one of whom is also our buyer; a business development manager and a finance and operations manager. Staff work alongside members and others who volunteer with us.

Our **Vision** is for our communities to enjoy sustainable, ethical food and household products.

Our **Mission** is to accelerate change towards more sustainable lifestyles by:

- Selling organic, ethical, and zero waste food and household products.
- Providing support and education.

Our **strategic goals** are to:

- Attain financial sustainability; we currently have an annual turnover of around £400,000.
- Achieve a broad and active membership; we launched a new membership scheme in October 2022 and have tripled our membership numbers to over 200 since then.
- Widen access to our products; we aim to increase our presence in the Reading area.
- Provide support and education to encourage sustainable lifestyles; we are developing resources to share with our community and that we can take to community events

**Working for us**, you will benefit from working in a small, committed team alongside an active and lively membership. There is a generous discount for your personal purchases in the shop, 28 days holiday per annum (pro rata) and an occupational pension scheme. The salary is reviewed annually. Staff training is provided.

This is a permanent appointment, subject to successful completion of a three-month probation period.

This document, including the following job description and personal specification, outlines the duties and skills required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the duties may vary from time to time which do not change the general character of the job or the level of responsibility entailed.

## Shop manager – Job description

### Role

To manage the shop effectively in accordance with True Food's mission to sell affordable organic, ethical, and zero waste food and household products. The shop manager plays a key role in generating the income needed to support True Food's ongoing operations and further development.

### Accountability

True Food operates on egalitarian principles and staff work together in a self-managing team, to ensure the smooth and profitable running of the True Food shop.

Accountability is to the elected management committee of the True Food co-operative.

### Key Responsibilities

- Customer care, providing an excellent shopping experience
- Promoting the value of organic and ethically sourced products and the benefits of True Food membership
- Maintaining food hygiene, general cleanliness, and health and safety within the shop
- Ensuring that shelves, fridges, freezers, refills and loose food areas are adequately stocked
- Receiving minor deliveries
- Responsibility for an element of supplier relationships and ordering products
- Closing the premises (until 7pm), and if working the morning shift – opening from 8am
- Using the EPOS system (with full training provided)
- Oversight, training and support of members and other volunteers while they are working in the shop
- Supervision, support and training of casual (relief) shop managers

### Other

- Other duties to provide flexibility and cover in a small team and as reasonably required by the management committee
- Engage with the development of the staff team and of True Food as a whole

## Person Specification

### Skills, knowledge and experience

Essential:

- Ability to work as part of a team and on own initiative
- Excellent inter-personal skills and customer service skills
- Competence with basic office IT systems
- Good numerical skills and problem solving abilities
- Excellent time management skills, with the ability to organise and prioritise work
- Excellent communication skills, both verbal and written

Desirable:

- Retail experience
- Experience of managing and motivating volunteers
- Good understanding of ingredients, different food types and how to use them
- Experience of an EPOS system

### Personal Attributes

- Highly motivated and proactive
- Responsible & trustworthy
- Good team player
- Adaptable and resilient through change
- Willingness to learn and share ideas
- Commitment to co- operative principles
- Commitment to organic farming, zero waste and ethical retailing

### Special Requirements

- Saturday working
- Occasional evening working to support True Food events (including for members)
- Ability to undertake safe manual handling; shop items can be heavy