Casual shop manager/stock manager – fixed term for one year

Job description

Role

To provide cover for staff holidays and other absences, by managing the shop and/or managing the delivery and restocking processes

Accountability

True Food operates on egalitarian principles. Accountability is to the joint shop managers and buyer who provide supervision, support and training.

Key Responsibilities

Shop management

Undertake shifts as Shop Manager with associated responsibilities for:

- Customer care and ensuring an excellent shopping experience
- Promoting the value of organic and ethically sourced products and the benefits of True Food membership.
- Monitoring stock levels, and doing routine restocking – liaising with the Buyer to ensure the shop is optimally stocked.
- Maintaining food hygiene & health and safety.
- Opening (and setting up) or closing (and packing down) the shop
- Supervising volunteers while they help in the shop.

Stock management

- Ordering goods to ensure appropriate stock levels are maintained
- Receiving and processing the main deliveries; this can involve manual handling of heavy items
- Restocking the shop from the main deliveries
- Training and managing volunteers involved in restocking
- Working with the Electronic Point of Sale (EPOS) system:
  - To ensure that stock levels in store and on EPOS are correct
  - To ensure that prices are updated as required (and match prices on the shelves)
  - Entering delivery information to ensure accurate stock levels are recorded and maintained

Person Specification
Knowledge and experience • Interest in organic food and ethical retail • Retail experience • Working successfully as part of a team • Managing and motivating volunteers (desirable but not essential)
Skills and personal attributes • Excellent interpersonal and customer service skills • Responsible and trustworthy • Team player • Self- motivation and organisational skills. • Flexibility • Ability to manage a wide range of responsibilities and tasks in sometimes time pressured circum-stances. • Office computing skills
Special Requirements • Flexibility in working patterns to meet business needs. • Saturday working • Manual handling of stock and shop fixtures, some of which can be heavy and/or bulky