

Arnos Vale Cemetery Trust

Shop Manager
30 hours per week
Working 5 days over 7

Are you looking for something a bit different from the norm?

Arnos Vale is a unique place which people love to visit. It's a place of history, nature, wellbeing, events and memories. We would love to find someone who is as excited as we are by the potential of this amazing place. Could you be the right person to help develop our shop and commercial activity?

You will run our onsite shop; providing excellent, friendly and consistent customer service to our visitors, ensuring a fantastic welcome. You will have the passion and leadership skills to motivate our wonderful team of volunteers. You will be commercially aware, driven, well organised and hands-on to maximise profits, generate stock, and help us raise valuable funds. Initially you'll be working with a retail expert to develop shop lines and displays.

The shop is open 7 days a week, so you will need to be able to work flexibly. Working 5 days a week 9:45-16:15 on an agreed rota including weekends.

No two days will be the same. As a charity we have a range of visitors on site. With 2 indoor venues, one outdoor and 45 acres of grounds, there are a range of challenges and opportunities. We're a small team, so we all help each other out. If you are the kind of person who enjoys being on the shop floor, has an interest in displays and driving sales through great customer service, whilst knowing that your work helps to raise a smile every day – this is the job for you!

Responsibilities

You will be responsible for the day-to-day running of the shop, ensuring it meets agreed income and expenditure targets, taking responsibility for the shop's accounting procedures including cash reconciliation, daily banking and till procedures.

Key Responsibilities include:

Helping to oversee and manage all shop volunteers.

Opening and closing the shop and covering reception when necessary.

You will be responsible for, recruiting, training and managing our effective team of volunteers.

You will organise volunteer rotas and allocate duties to ensure expected levels of service operational needs are met.

Achieve and exceed agreed targets by delivering effective pricing, stock rotation.

Demonstrate a good understanding of all stock lines, ensuring adequate stock levels always.

Produce regular sales reports.

What we're looking for

We're looking for an individual who is highly self-motivated, positive and resilient and who has previous retail and customer service experience.

Someone who has experience of working with and motivating a team of volunteers.

A strong communicator with excellent organisational skills.

You'll have the ability to build and maintain positive working relationships with a variety of people and be able to work well on own initiative.

What you'll get

The role comes with a salary of £18,500 pro rata (£14,800) and you'll get training and the opportunity to develop your career.

30 hours per week. The days will vary between weeks but will be agreed in advance.

To apply please send your CV and a covering letter (2 pages max) to: Adela at adela.straughan@arnosvale.org.uk

Deadline 13:00 on Wed 28th Aug

Person Specification

Criteria	Essential	Desirable
<u>Attitude</u>		
• Flexible and adaptable	✓	
• Enjoys being part of a team	✓	
• Compassionate to our visitors	✓	
<u>Knowledge & Experience</u>		
• Previous work in retail	✓	
• Customer service experience	✓	
• First Aid knowledge		✓
• Worked with volunteers	✓	
• Experience of stock rotation	✓	
<u>Skills & Attributes</u>		
• Work on own initiative	✓	
• Energetic & enthusiastic	✓	
• Reliable	✓	
• Good communication skills	✓	
• Excellent time keeper	✓	
• Capable of good relationships with a broad range of people	✓	
• General IT skills including Office products	✓	
<u>Circumstances & Working Conditions</u>		
• Availability to work a range of days (flexibly on a rota)	✓	
• Willingness to undertake basic cleaning duties when required	✓	
• Willingness to undertake a Disclosure and Barring Service (DBS) check	✓	
• Willingness to work in a cemetery	✓	