



Job	Shop Manager		
Reports to	Enterprise Manager		
Contract Type	32.5 hrs per week Permanent contract	Salary	£23,736 pro rata (£20,571 per annum)
Work pattern	Work pattern negotiable		

Who we are

Arnos Vale is an uplifting site of culture, history and nature, with 45 acres of green space within the heart of Bristol. A beautiful place with community, conservation, compassion, collaboration at its core. We have a variety of commercial activity which generates income to support, protect and enhance this special place. We have a gift shop, café, weddings and a range of events. Our site opens seven days a week.

The Shop

The shop is an integral part of the experience of our visitors. Situated at the main gates it is the main reception to welcome our community that make enquiries about the services we offer, history and heritage. The shop is open daily 10.30-4.00 and supported by a team of volunteers. We offer a range of products that reflect our values, with sustainable, local and independent choices. Our vision is for people to be able to take home a memory of this special place, and to be the first choice for gift buying with local people.

About the role

As Shop Manager you'll ensure the development of the shop and shop lines. You'll take the lead on supervising and motivating the team of volunteers to deliver a warm welcome to visitors. Your focus will be to expand and develop our offer to create a commercially successful, exciting and beautiful emporium of goods. You'll evaluate and report on product lines and explore new avenues in line with our values and ethos. During the Christmas period you'll lead on coordinating the sales of our Christmas trees.

What you'll bring

You'll be a motivated store manager, enthusiastic about quality products, local sellers and makers. Acting as an ambassador for Arnos Vale, you'll advocate our history, services, and events to engage visitors and drive repeat custom. You'll be highly self-motivated to recognise sale trends, be enthusiastic about developing a range of products, maximise sales and hit targets. Equally, you'll positively welcome customer feedback to learn, and grow our offer. You'll lead by example to create a warm welcome for our customers. You'll thrive in a lively, vibrant working environment, have resilience for daily operational tasks, and be excited to discover something new every day.

The work pattern

We are open seven days a week. This role will be in five days a week 9:30- 4:30 and expected to cover some weekends. The work pattern is open to negotiation to work around your home life and the operational need, with the usual possibility to book annual leave as per the contract for any holiday required in the rota. Example work pattern might be:

Week B: Sunday- Thursday (Fri and sat off)

Week B: Tuesday- Saturday (Sun and Mon off)

Who we're looking for someone who is...

- ✓ Enthusiastic about our values, sharing our love of nature, conservation and history
- ✓ Driven by sales and targets
- ✓ Self- motivated, able to problem solve and take initiative
- ✓ Organised, efficient with good attention to detail
- ✓ Confident talking to people, approachable and empathetic
- ✓ Committed to our values
- ✓ Health and Safety aware and able to follow procedures

Responsibilities

- Take ownership and responsibility for the commercial and operational running of our shop, including display and merchandising, stock management, maintaining shop standards, store layout, sales and income.
- Maximise profit through effective cost control and sales to achieve sales targets.
- Guide, inspire and engaging a team of volunteers. This includes coordinating rota, inducting and training, recruitment, retention and development of a diverse shop team.
- Mentor, support and lead the Shop Assistant to develop innovative ways to merchandise.
- Create and build relationships with your local community and suppliers. Source new suppliers and liaise to place orders and manage deliveries.
- Maintain an organised and systematic back stock room.
- Have accuracy in managing the back-office programme (Good till) and till system (Sumup), using it to report efficiently.
- Present monthly Reporting on KPI's.
- Ensure accurate processing of invoices, according to deliveries.
- Work with marketing and communications team bringing ideas to market products alongside the annual comms plan.
- Lead by example and providing excellent customer service.
- Maintain compliance with health and safety, safeguarding, security, policies. Report accidents and incidences accurately and act as a first aider at work.
- Follow cashing up procedures and lockup the building as required.
- Muck in with any ad-hoc duties to support the wider team during funerals, events or day to day needs.

Person Specification

Essential

- A strong understanding of what makes a community-led shop successful
- Experience and knowledge of sales and retail management
- Commercial awareness regarding the price, value and worth of items
- The ability to multi-task in a lively environment
- Working knowledge of what makes great customer service

- Proven experience of leading and motivating volunteers, ideally having managed volunteers previously
- A passion for sustainable procurement with knowledge of products and trends
- Willingness to work weekends
- Understanding of premises licensing, challenge 21 policy

Previous charity retail experience is ideal, but not essential. If you have transferable leadership skills or experience managing volunteers and retail in other settings and are looking for a new challenge, we'd love to hear from you.

The Benefits

We are a small and welcoming team, offering employees a range of benefits including:

- A contributory pension scheme
- Life cover and employee assistance programme
- 25 days annual leave (pro rata) plus Bank Holidays (increasing year on year after 5 years' service up to 30 days)
- Support in learning and development
- Wellbeing initiatives
- Workspace within walking distance of Bristol train station, free onsite parking
- Free tours of the site and a whole lot more!

How to apply

Please send us your CV and a supporting letter relevant to the personal specification and responsibilities of the role. Alternatively, you can submit short video. Complete the Arnos Vale Cemetery Trust Equality and Diversity monitoring form and send to info@arnosvale.org.uk

We celebrate people's differences. So regardless of your background or personal characteristics, if you are great at what you do, we want to hear from you.