

Job Description

Job Title: Pavilion Stores and Café – Business Manager and Volunteer Coordinator

Working hours: 37.5 hours per week for a full-time role. 2 part-time roles or a job share would be considered. Hours will be flexible, agreed by negotiation, and in line with Working Time Regulations [[Maximum weekly working hours - GOV.UK](http://www.gov.uk) (www.gov.uk)].

Salary: £19,377 per annum for a full-time post. Pro-rata for part-time.

Shop opening hours: Anticipated to be 7 days per week, 8am to 6pm Monday to Saturday, 9am to 1pm Sunday. The business is expected to be open most Bank Holidays.

Background

Parracombe Community Trust (PCT) was established to undertake a number of community projects including the re-establishment of a community shop. The Shop is located within the village of Parracombe in a newly converted building with a dedicated car park overlooking the Coronation Playing Field.

The Manager/Volunteer Coordinator will oversee the operation and development of this community enterprise which comprises a shop and café. Going forward there is potential to include a Post Office facility. Smooth daily running of the shop is crucial to provide a high-quality, reliable customer service and ensure its long-term success through supporting the needs of its community.

Experience of working in a similar environment is desired along with excellent communication and customer service skills. Reporting to and supported by the PCT, responsibilities include managing a team of volunteers to work shifts in the shop, together with general shop management, financial and stock administration and control. Being committed to promoting the shop and having the ability to respond and adapt to change as the business evolves will be essential. The Pavilion Stores and Café Manager will maintain a current and up to date DBS registration [[DBS code of practice - GOV.UK](http://www.gov.uk) (www.gov.uk)].

Main Duties and Responsibilities

- Manage the day-to-day operations of the shop.
- Manage a team of volunteers to ensure opening hours are adequately staffed.
- Look for opportunities to develop the business and aim to exceed sales targets.
- Undertake day-to-day marketing through a variety of media and activities including shop dressing, presentation and identifying products to promote.
- Work creatively with the community to promote local producers, produce and events and undertake seasonal and/or other marketing campaigns.
- Maintain administrative and financial administration systems and procedures including invoice management.
- Carry out sales reporting and stock control to maximise sales.
- Be responsible for timely ordering from a variety of suppliers.
- Establish and maintain accurate records for ordering, stock control and pricing.
- Maintain a safe and secure working environment by ensuring full regulatory compliance, keeping abreast of regulatory changes particularly health and safety.
- Ensure the shop is a welcoming and friendly environment for customers and volunteers.
- Carry out any other reasonable duties that may be required.