

Person Specification

Pavilion Stores & Café – Business Manager and Volunteer Coordinator

Skills and Experience	Essential	Desirable
Education and training	<p>Good general education, (Minimum of 5 GCSEs or equivalent.)</p> <p>Basic Food Hygiene certificate</p> <p>Demonstrable experience of Book-keeping</p>	Current driving licence
Experience	<p>Previous experience in retail/food retail/sales</p> <p>Working at Management level</p>	<p>People management and training</p> <p>Working with volunteers</p>
Skills and Attributes	<p>Proactive business development skills</p> <p>Effective communicator with customers, volunteers, suppliers and the community</p> <p>Proficient with administrative and financial admin systems</p> <p>Good Planning/organisational skills</p> <p>A good eye for detail and presentation</p> <p>Able to create a positive customer experience</p> <p>Basic IT skills including accounting software, Word, Excel, email, Internet</p>	<p>Flexible approach regarding working hours during shop opening times</p> <p>Experience of EPOS (Electronic point of sale) systems and card readers</p> <p>Full UK driving licence</p>
Values and Attitudes	<p>Flexible and adaptable</p> <p>Remain calm under pressure</p> <p>Team Player – able to motivate, lead and support</p> <p>Commitment to community-based objectives</p> <p>Complies with organisational values and legal obligations</p> <p>Acts fairly and ethically in dealing with concerns/conflicts</p>	
Knowledge	<p>Understanding of products, including food</p> <p>Understanding of ordering and buying, stock control, rotation and pricing</p> <p>Health and Safety issues</p> <p>Marketing and promotion</p> <p>Developing and maintaining shop procedures and practices</p>	Experience of a community enterprise
Security	<p>The Pavilion Shop Manager will maintain and current and up to date basic DBS registration</p> <p>DBS code of practice - GOV.UK (www.gov.uk) <i>Nb: the PCT will fund the application and annual fee. The responsibility to maintain the registration sits with the post holder</i></p>	

Training will be provided should the Post Office facility be opened. Training will also be offered in relation to basic food safety and the sale of alcohol and tobacco products.