

Pitton Community Shop Manager Role Description and Person Specification

The Pitton Community Shop is due to open in September 2026 and will offer the following products and services;

- A wide range of food and household staples
- Post Office services including local banking
- Fresh produce sourced from local suppliers and farmers
- Prescription collection
- Newspaper delivery
- A small café with indoor seating for 10 people and takeaway options

Role Description

The Manager will oversee all elements of this community enterprise. This role is responsible for the smooth running of the Shop, Post Office and Cafe and requires excellent organisational ability and people management skills. An Assistant Manager, working 20 hours per week, will be recruited to support this role. Both roles will be subject to an initial probationary period of six months and will require standard criminal records checks and vetting by the Post Office.

Hours and rates of pay

- Core hours - 30 hours per week - £24,000 per annum
- Additional paid hours (timing to be agreed) to cover for assistant manager annual leave
- Permanent position
- 4 weeks annual leave plus statutory holidays

Essential skills

- Management skills and experience in a retail setting, preferably with experience of working with volunteer staff
- Skills and experience in managing staff rotas, stock control and pricing
- Good general education
- Knowledge and skills in cash handling procedures in a retail setting
- Excellent customer service skills
- Excellent written and verbal communication
- Good level of computer literacy including the use of EPOS systems, email and spreadsheets

Desirable skills

- Post Office experience as a manager or assistant
- Managing, training and motivating paid staff and volunteers
- Volunteer recruitment and rostering
- Budgeting and finance
- Designated Premises Supervisor Qualification
- Experience of working in a not-for-profit community enterprise

Training

Full Post Office training will be provided if the candidate has not already completed this training. This will involve:

- Approximately 8 hours of digital learning covering compliance and basic operations
- 2-3 days of face-to-face training for in-depth knowledge
- Final assessment and practical observation in the shop

- Instruction on using the Horizon IT system

Applicants will also be offered training in relation to the sale of alcohol as well as food hygiene and health and safety.

Management and Reporting

- The Manager will report to the Pitton Community Shop management committee, who represent the society's members, the community owners of the business
- Post Office compliance will be supervised by the Postmaster.
- The Manager will manage the Assistant Manager as well as an enthusiastic team of volunteers.

Further information on the expected tasks is included in the **Key Tasks** document, attached to this recruitment pack.

Person Specification

Personal Qualities

- Customer focused – develops a positive relationship with customers and exceeds expectations.
- Proactive approach – able to identify opportunities and/or threats to the successful running of the business
- Leader – good at planning and problem-solving, acts confidently, accepts responsibility and takes decisions.
- Enthusiastic – supports the aims and objectives of Pitton Community Store and is willing to learn.
- Team player – is able to motivate others and provide leadership and support.
- Behaves ethically – identifies and resolves concerns or conflicts in a fair and ethical manner in full compliance with organisational values and legal obligations.
- Effective communicator – ensures open and regular communication with customers, staff, volunteers, suppliers and the community. Is able to exercise discretion.
- Forward-thinking – proactive and willing to come up with ideas to grow the business and serve the community.
- Neat and professional personal presentation.
- Understands that the shop serves as a community hub and as such should be welcoming and supportive to local people.