

Pitton Community Shop Manager

Key Tasks

Community and customer relations:

- Maintain good relations with the local community and ensure that the business serves the community's needs across all three key areas (shop, café, post office).
- Ensure that the shop is an attractive place to visit and remains a valued local amenity.
- Respond to requests and adjust services as necessary (in consultation with the shop management committee).
- Work creatively with other community groups around special events and local activities (eg Pitton Carnival, Pitton Village Hall, etc.)

Volunteer and staff management:

- Staff and volunteer rota preparation and circulation
- Follow up to ensure all shifts are covered
- Manage holiday requests efficiently, avoiding major gaps
- Ensure statutory requirements are met and staff and volunteers are aware of their legal obligations
- Recruit new volunteers and oversee training
- Manage paid staff as required including recruitment, training and appraisals.

Post office specific

- Sell financial and retail products and services to meet targets
- Sell stamps and deal with Royal Mail letters and parcels
- Provide access to other parcel services
- Pay out pensions and benefits
- Accept bill payments
- Deal with vehicle registrations and car tax
- Check passport and driving licence applications
- Sell travel insurance and foreign currency
- Complete admin tasks and follow Post Office guidelines and security regulations

Financial management and reporting:

- Ensure the profitability of the enterprise by managing key overheads and expenditure, in consultation with the management committee.
- Maintain daily financial records
- Reconcile daily takings
- Daily cashing up
- Report to management committee
- Attend monthly management committee meetings as necessary.

Marketing

- In liaison with the web master ensure goods and services are fully promoted through on site and web-based media e.g. web site, Instagram, facebook etc
- Set up promotions of products including events and mail outs
- Establish and maintain the profile and good reputation of the shop in the local community

Supplier relations:

- Oversee relations with suppliers to ensure best prices, prompt service and top-quality goods
- Seek out new suppliers as needed

Stock control and pricing:

- Ensure appropriate stock levels are maintained and practice stock rotation
- Oversee ordering
- Ensure stock is checked on receipt
- Manage annual stocktake
- Manage and adjust pricing as agreed with management committee
- Maintain all business records as required

Sustainability:

- Support local food producers and suppliers
- Minimise stock wastage through careful ordering and date checking
- Reduce waste, re-use and recycle across all aspects of the business

Safety and safeguarding:

- Ensure a safe workplace for young people and vulnerable adults.
- Ensure correct procedures are followed to ensure safe working practices and security and safety of premises, customers and stock.
- Ensure the shop meets hygiene and cleanliness standards