



## Job description – Shop & Café Manager

<b>Job Title</b>	<b>Galleries Shop &amp; Café Manager</b>
<b>Location</b>	Galleries Shop & Cafe, Freshford, Bath BA2 7UR
<b>Overall job objectives</b>	<p>Manage all aspects of the shop and café, including customer service, product range, profit margins, and stock levels</p> <p>Ensure that the business meets customer needs and financial targets</p> <p>Ensure good relations with volunteers through good communications, training, management and recruitment</p>
<b>Hours of work</b>	30 hours per week including either Saturday or Sunday; flexible attitude required (the shop is open for 62 ½ hours pw at present)
<b>Line Responsibilities</b>	The Manager is accountable to the Chairman of the Galleries Management Group and responsible for any shop/cafe assistants and volunteers working in the shop
<b>Main Tasks and Responsibilities</b>	<p><b>Customer satisfaction</b></p> <p>Ensure that the products and services provided by the business meet customer requirements by</p> <ul style="list-style-type: none"><li>• fostering a culture of friendly and helpful customer service and responsiveness</li><li>• promoting regular and positive communications through one-to-one interaction, newsletters, the website, social media etc</li><li>• ensuring that the product range is refreshed, responds to customer needs and is in line with Galleries policy</li></ul> <p><b>Business management</b></p> <ul style="list-style-type: none"><li>• supervising the ordering all stock</li><li>• negotiating the most favourable terms eg best price and delivery arrangements, in a timely manner</li><li>• arranging deliveries and collections, in a timely manner</li><li>• checking invoices from suppliers against stock records and entering onto stock records any price increases, weight changes and information on buying size, in a timely manner</li><li>• planning displays and organising assistance in presenting these.</li><li>• maintaining all round good standards of cleanliness and hygiene.</li></ul> <p><b>Volunteer management</b></p> <p>Ensure good relations with volunteers through:</p> <ul style="list-style-type: none"><li>• Communicating effectively and regularly to keep volunteers informed, via notice boards, email, meetings, and one-to-one discussions.</li><li>• Proper training on the key aspects of the job and on relevant</li></ul>

legislative requirements

- Providing regular support, supervision and monitoring of volunteer performance
- Managing and maintaining the volunteer rota

### **Financial**

Ensure that the business meets its agreed profit margin and complies with all financial controls and procedures as laid down by management. Responsibilities include:

- checking and processing supplier invoices and non-product purchases
- cashing up and banking of takings
- ensuring that all stock is rotated in line with "use by" and "best before" dates, and those past their dates monitored and reduced or discarded, as appropriate
- monitoring any changes in demand or overstocking resulting in over-run "use-by" or "best before" dates and adjusting orders as necessary
- minimising waste
- ensuring all goods are priced in accordance with the pricing policies laid down by the Management Group and that these prices are clearly displayed
- supervising stocktaking at agreed intervals.

### **General**

- Ensure all Health and Safety at Work, Food and Licensing legislation requirements are met
- All equipment is regularly monitored and maintained.
- Ensure the day to day security of staff and building.
- Co-operate with the part-time Post Office in provision of PO counter services.
- Report to the Management Committee and attend meetings as required.
- Make recommendations on all aspects of business policy.
- Have a forward looking overview for performance improvement of the business
- willingness to undertake training as required

**In performing her/his functions the Manager can call on the support of members of the Management Group, as well as a team of experienced volunteers.**