Carrick Greengrocers Shop Manager
Role Description

Job Summary: You will take direction from the Directors of Carrick Greengrocers in being responsible for managing the day-to-day operations of the shop, including liaising with suppliers, buying, receiving and managing stocks and supplies, and providing a pleasing environment for our customers. You will have a strong customer service ethos and be confident to discuss and promote the benefits of quality fruit and vegetables with customers. You'll be working alongside other staff members and/or volunteers, and be expected to manage the tasks and responsibilities for everyone to ensure the efficient and smooth running of the shop.

Main Duties and Responsibilities

Shop Management

- Overseeing day-to-day operations of the greengrocer providing high quality fruit and vegetables to the community
- Ensuring that greengrocers is fully stocked, rotated, and follows the established food management procedures
- Responsible for the day to day financial management of the shop operations, including sales income, banking, ordering, and stock control
- Ensuring that shelves, displays and storage areas are maintained in a clean and orderly condition
- Ensure the health and safety standards within the shop are maintained at all times and in the event of a fault it is reported and dealt with speedily
- Ensure that the site is always well organised, both front of house and back
- Ensure all paperwork is regularly and accurately filed and organised
- Ensure pricing is correct on all products, both on the retail floor and in the till and computer systems
- Collate all invoices received in shop
- Ensure waste disposal is regularly maintained on site and meets regulatory standards

Buying and Dealing with Suppliers

- Understanding seasonal food produce availability
- Ordering and buying stocks and supplies from registered suppliers
- Receiving deliveries and checking their quality
- Unloading deliveries and stacking shelves
- Ensure all orders are managed in a timely manner to always hold optimum levels of stock
- Monitoring and understanding sales of produce ensuring future orders reflect pattern of purchases

People Management

- Managing volunteers working as shop assistants on a daily basis, including the work rota
- Liaising with the Directors
- Working as part of a team (including volunteers) in the shop
- Organising staff and volunteer day-to-day tasks and responsibilities

Customer Service

- Ensure customer service is always at the highest of levels, and promote a culture of service at all times
- Advising customers on preparing and cooking of fresh ingredients
- Advising customers of the provenance of the fruit and vegetables
- Ensuring all customer feedback is passed onto Shop Directors
- Ensuring a high level of customer experience, ensuring every customer is welcomed into store where possible and thanked before leaving

Health and Safety

- Carrying out the duties of Health and Safety Officer for the shop premises, stock and staff
- Ensuring shop meets all regulatory requirements, including health and safety, food hygiene standards

Equipment

- Cash Tills
- Scales
- Credit/debit card payment machines
- Computer and software packages (including internet) and associated hardware
- Telephone

Role Objectives

Key Objectives

- Actively promote Carrick Greengrocers and its services within the community.
- Support customers, volunteers and staff by creating an inclusive environment to shop, volunteer and work.
- Lead the team to deliver excellent customer service.
- Keep the shop safe, clean, and welcoming to customers.
- Hands on approach to managing the shop operations, including the staff and volunteer team.
- Drive volunteer recruitment, training and retention so the shop always has enough people to fill the rota.

Leadership

- Drive sales by helping the shop team effectively manage stock.
- Spot trends and opportunities to promote Carrick Greengrocers in the local community.
- Be an excellent role model and create a positive environment so that shop team members feel motivated and valued.
- Promote customer service best practice, giving guidance, feedback and coaching to the shop team.
- Lead individual and team meetings (including volunteers).
- Discuss training needs and performance issues with the Directors.
- Join Board meetings, retail events and training.
- Make sure daily administration and financial tasks are carried out in line with cash and security policies.
- Take responsibility for safeguarding and health & safety, including reports, risk assessments and other checks.

Shop trading

- Continually improve the shop's performance, meeting or exceeding income targets.
- Keep the shop safe, clean and welcoming to customers, with attractive stock displays.
- Keep the back of house safe and pleasant for staff and volunteers.
- Comply with Carrick Greengrocers' policies and procedures, particularly in relation to shop security, safeguarding and health & safety regulations.

Other tasks: Any other reasonable tasks the Directors ask you to assist with.

Terms and conditions

- **Working days:** 20 hours per week, over 5 days (working pattern to be confirmed). Hours will be kept under review
- **Salary:** £12.51 per hour
- **Pension:** 3%
- **Holidays:** 25 days per annum and 10 public holidays (pro rata)
- **Contract Term:** Permanent with a probationary period of 6 months
- **Location:** West St, Carrickfergus
- **Start date:** to be agreed, as soon as possible