

## JOB DESCRIPTION

<b>Job Title:</b>	Community Shop and Post Office Assistant
<b>Hours:</b>	20 hours per week (averaged)
<b>Responsible to:</b>	Community Shop Managers (RG and MH for the time being)
<b>Responsible for:</b>	Assisting the shop managers in managing the smooth running of the shop and Post Office and their continued profitability for the benefit of the local community.
<b>Remuneration:</b>	Negotiable based on skills and experience. Likely to be in the range of the living wage

### The Organisation

East Boldre Community Stores is a Community Benefit Society registered with the Financial Conduct Authority (reg no. 8481). It was formed in response to the threatened closure of the existing village shop. Its aim is to run a community shop and Post Office with the support of paid staff and volunteers.

### The Role

The purpose of the job is to assist in the management of the daily running of the business. Your primary role will be to work with the Shop Managers to ensure the smooth running of the shop and Post Office. You will work with the shop manager maintaining and developing effective working practices and be committed to promoting the shop and delivering excellent customer service.

### Main Duties and Responsibilities

You will assist and support the Shop Managers with:

- day-to-day operations of the shop and Post Office;
- ensuring Post Office Stock is carefully managed according to security procedures;
- using the EPOS system to serve customers; record sales and wastage;
- day-to-day supervision and mentoring of volunteers;
- the rollout of seasonal or other campaigns to promote suppliers, produce and events;
- implementing regulatory compliance; follow Post Office, health and safety, food hygiene and other EBCS policies;
- ensuring the shop is welcoming and friendly to customers and volunteers;
- providing excellent customer service;
- flagging up business development opportunities;

### You will take specific responsibility for:

- working with the team of volunteers to ensure
  - the shop is clean
  - products on sale are in date;
  - receiving deliveries, logging goods into EPOS system prior to display on shelves/put into store
- following opening and closing procedures when opening/closing shop at start/end of trading to ensure that the building is left secure
- cashing up (X / Z reads) is carried out at the end each shift
- flagging goods that need ordering/problems with suppliers to the shop managers.
- managing the daily operation of the shop in the Shop Manager's absence.