

Job Description

Job Title
Bookshop Manager
Reporting Line
Bookshops Retail Operations Manager
Job Purpose
<p>The Faith Mission Bookshops provide a neutral environment where members of the public can come and enquire about the Christian Faith while sourcing appropriate books and materials, enjoy a tea or coffee (if available in branch), and engage in conversations with our members of staff and fellow customers about the Christian faith. To this end the Bookshop Manager is responsible for the effective running of the bookshop in line with the objectives of the Faith Mission.</p> <p>Providing operational management, the Manager will be responsible for drafting and agreeing budgets with the Bookshops Retail Operations Manager that set out targets for sales, stock levels, profitability, wastage, overhead costs, and promotions.</p> <p>The Manager should then provide regular updates and analysis on performance against these budgets and targets suggesting solutions for the maximisation of success and correction of under delivery.</p> <p>Within the bookshop the Manager will need to ensure that a friendly and welcoming environment is maintained that has relevant stock and merchandise displayed in such a way that helps customers easily find what they need.</p> <p>To ensure that the bookshop has relevant stock the Manager should have a good knowledge of the products available and will need to meet with reps from suppliers, maintaining good relationships to ensure we can supply our customer's needs.</p> <p>The Manager will seek to optimise the use of the Bookshop to support the evangelistic objectives of the Mission and to embed devotional times within the daily routine, at the same time maintaining a necessary focus on commercial objectives to sustain our ministry.</p> <p><i>The Mission exists to reach people with the good news of the Gospel of Jesus Christ. As an interdenominational agency, it works closely with all Christian churches that share a similar concern for passionate evangelism and evangelical truth, especially in areas where there is little or no biblical witness. Due to the nature of the role, there is an Occupational Requirement that the postholder is a committed Christian, under Part 1 of Schedule 9 of the Equality Act 2010, an</i></p>

active member of a local church, and in agreement with the Faith Mission Values and Statement of Faith.

Alongside this, a further key part of the role is talking actively about what Christian Faith is and what Jesus has done for them when people enquire.

A good level of physical fitness and stamina will be required for this role, as you are on your feet most of the day and lifting/moving equipment and produce.

Essential Duties

- To manage the operational activities of bookshop and café on a day-to-day basis efficiently in accordance with objectives of the Mission
- Support the Bookshops Retail Operations Manager and fellow Bookshop Managers in the development of the strategic vision and decision-making process for the wider bookshop ministry
- Create a friendly and welcoming environment that customers enjoy and will come back to
- Create a positive culture where staff and volunteers want to work
- Maintain appropriate levels of relevant stock and merchandised which will meet all customers' needs
- Deliver high levels of professional customer service
- Develop and grow the bookshop as appropriate looking for opportunities to increase sales through events etc
- Undertake marketing and promotions as necessary
- Ensure all relevant laws, regulations and procedures are fully complied with
- Work with the wider areas of the Mission in the delivery of its vision reaching and supporting the spiritual needs of the local community

Details Roles and Responsibilities

Customer Service

- Ensure that high levels of professional customer service are maintained within the bookshop by all staff.
- Make the bookshop environment pleasant and welcoming.
- Ensure that all customers' needs are met, where possible offering alternative solutions if not immediately available.
- Ensure all customers are served in a prompt and efficient manner leading by example training staff as necessary.
- Maintain a good and up-to-date knowledge of products to provide advice to customers on purchases assisting with other helpful information as appropriate
- Manage all customer accounts ensuring they are contacted regularly to discuss potential sales. Ensure that all customer orders are correctly fulfilled and delivered promptly.

- Ensure that a safe working environment is maintained (in accordance with all Health and Safety requirements) and that all staff are adequately training in the relevant operating procedures and standards.
- Ensure that all hygiene standards are adhered to as a priority
- Oversee the presentation of food and beverages ensuring that is attractive and encourages customers to buy (if available in your branch)

Bookshops

- Ensure that a friendly and welcoming environment is maintained
- Maintain appropriate levels of relevant stock and merchandised which will meet customers' needs
- Present stock in an attractive manner and in such a way that helps customers easily find what they need
- Communicate to all staff the way the stock and merchandise is to be presented providing direction and training as appropriate.
- Manage stock levels within the bookshop monitoring the turnover times of all stock items to ensure these are kept to a minimum. Consider options to improve the times of slow-moving items as appropriate.
- Purchase appropriate stock to meet customer needs. Ensure that all buying is within agreed budgets and from approved suppliers.
- Meet with representatives from approved suppliers to keep updated with current products available.
- Ensure that a safe working environment is maintained (in accordance with all Health and Safety requirements)

Cleaning

- Ensure the bookshop area, storage room, etc. are always kept clean and tidy, clutter free in accordance with Health and Safety Regulations and Guidance
- Reporting maintenance issues to the Bookshops Retail Operations Manager, working with them to provide a solution as appropriate
- Undertake and maintain all necessary risk assessments ensuring they are always communicated and complied with
- Cleans up and leads by example even after business hours as and when required

Staff Management

- Create a positive culture where staff and volunteers are valued and treated fairly
- Manage staff rotas to always ensure adequate cover
- Approve all leave requests from staff ensuring that cover can be maintained
- To recruit and induct staff and volunteers in compliance with the HR policies and procedures
- Undertake appraisals for all directly managed staff and ensure all staff in the bookshop receive an appraisal
- Ensure all staff are trained to the required standards
- Ensure a safe working environment for all staff.
- Ensure compliance with all organisational HR policies, conduct APRs and comply with all the relevant procedures

Administration/Finance

- Draft and agree budgets with the regional manager that set out targets for sales, stock levels, profitability, wastage, overhead costs and promotions
- Provide regular reports and analysis on performance against these budgets and performance targets suggesting solutions for the maximisation of success and correction of under delivery
- Ensure daily end of day processed are correctly completed with any irregularities investigated and reported.
- Ensure that all financial records (invoices, delivery notes, receipts etc.) are all sent the head office on a regular basis
- Assist the Accounts and HR Manager in the production of financial reports providing necessary explanations when requested

Marketing

- Undertake customer feedback to ensure that high-quality services are maintained
- Listen to customer complaints to ensure that issues are resolved as appropriate. Support the Bookshops Retail Operations Manager in the resolution of all formal complaints as requested
- Periodically meets with customers to undertake more detailed feedback to ensure a great service is maintained
- Undertakes/assists with marketing to promote & raise profile of the café/ministry as required
- Makes suggestions for promotions to improve sales
- Ensure that samples/new recipe trials are provided prior to full launch to ensure success.
- Run special events both in the bookshop to promote either the whole business or specific stock and merchandise.
- Seek opportunities to attend and sell products at events
- Develop a local database of customer details that can be used for promotional purposes
- Ensure all centrally planned promotions are rolled out within the bookshop and café as instructed by the regional manager
- Be aware and report on of local competitors, undertaking market research as necessary to ensure our prices are comparable if not better. Report on the opening and closure of local competitors to the Regional Manager.

Health & Safety

- Ensure that the shop operations are fully compliant with Health and Safety regulations, Fire Safety, Food Hygiene (where appropriate) and that all legal requirements in these areas are met (and exceed where appropriate).
- Ensure the security of the premise is maintained at acceptable levels and in accordance with out insurance policy
- Take charge in any emergency situations in the absence of more senior management, taking immediate action as appropriate, following the correct reporting procedures

Ministry and Evangelistic Outreach

- When asked, be prepared to share a personal testimony of saving faith
- Lead a short time of prayer and worship at the commencement of each day
- Provide pastoral care if required, offering prayerful concern with discretion and sensitivity
- Work with the local Faith Mission workers to ensure that customers spiritual needs are met

General

- To act as the local representative of The Faith Mission in such a way as to project a good image at all times
- To maintain the confidentiality of any information relating to the shop, bookshops or The Faith Mission in general
- To carry out any specific instructions related to the post as requested by the Bookshops Retail Operations Manager
- Undertake any other duties commensurate with the role
- Undertake additional duties for the Bookshops Retail Operations Manager as required
- To attend regular local and national meetings as required

Employee Specification

Specification	Essential	Desirable	How Tested
Education & Qualifications			
GCSE (or equivalent) Maths and English (Grade A to C)	✓		Application Form
A-Levels (or equivalent)	✓		Application Form
Food Hygiene Certificate (minimum of level 1 at time of application – completion level 2 will be required upon appointment)	✓		Application Form
Higher level education in a Business, Retail or Hospitality based subject		✓	Application Form
Experience			
Previous experience of working in a retail or customer service environment in a senior capacity	✓		Application Form, Interview
Previous experience of working in/knowledge of a bookshop environment		✓	Application Form, Interview
Experience in development and growth of a retail shop	✓		Application Form, Interview
Previous experience of staff management	✓		Application Form, Interview
Experience of organising staff rota's	✓		Application Form, Interview
Understanding and experience of marketing and sales techniques	✓		Application Form, Interview
A knowledge of Health and Safety requirements		✓	Application Form, Interview
Previous involvement in the setting of budgets		✓	Application Form, Interview
Ability to use an electronic point of sale system	✓		Application Form, Interview
Experience of producing analytical and management reports		✓	Application Form, Interview
Have experience of business practices which will lead to the growth and development of the bookshop		✓	Application Form, Interview

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Personal Skills			
Ability to operate effectively in a demanding, fast paced, team environment, paying attention to detail	✓		Application Form, Interview
Demonstrate ability to be self-motivated and take initiative	✓		Application Form, Interview
Ability to work in a flexible schedule with a positive can-do attitude	✓		Application Form, Interview
Excellent customer service skills	✓		Application Form, Interview
Ability to analyse, react and evolve based on customer feedback	✓		Application Form, Interview
Excellent organisational skills and time management	✓		Application Form, Interview
Great interpersonal and communication skills, including an ability to listen	✓		Application Form, Interview
Be a team player being able to both be led and to lead	✓		Application Form, Interview
Be able to provide leadership	✓		Application Form, Interview
Possess business acumen	✓		Application Form, Interview
Able to identify problems and provide workable solutions	✓		Application Form, Interview
Strong work ethic	✓		Application Form, Interview
Excellent computer skills	✓		Application Form, Interview
Occupational Requirements			
Is a committed Christian (This is an occupational requirement in terms of Equality Act 2010).	✓		Application form and Interview
Is fully sympathetic with the Faith Mission's Statement of Faith & Supportive of the wider work of the Faith Mission.	✓		Application form and Interview