

Bookshops Retail Operations Manager Job Description

Job Title
Faith Mission Bookshops Retail Operations Manager
Reporting Line
Literature Ministry Director/ Bookshops Council
Job Purpose
<p>The Faith Mission Bookshops and Cafes 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 and food, and engage in conversations with our members of staff and fellow customers about the Christian faith.</p> <p>The Retail Operations Manager is responsible for all the retail operations of the Faith Mission bookshops in Northern Ireland and Scotland, as well as its commercial success. The Retail Manager will be directly involved in staff management, budgeting, and periodical reporting in line with the objectives of the Faith Mission.</p> <p>Providing operational management, the Retail Operations Manager will be responsible for drafting and agreeing budgets with each bookshop's manager, set out targets for sales, stock levels, profitability, wastage, overhead costs, and promotions, online marketing and social media oversight.</p> <p>The Retail Operations Manager should then provide regular updates and comprehensive analysis on performance against these budgets and targets suggesting solutions for the maximisation of success and correction of under delivery.</p> <p>Together with the individual bookshops managers, the Retail Operations Manager will need to ensure that a friendly and welcoming environment is maintained throughout the bookshops, that relevant stock and merchandise is displayed appropriately and strategically to match the customers needs.</p> <p>To ensure that the bookshops have relevant stock, the Retail Operations Manager should have a good knowledge of the products available and will need to liaise with reps from various suppliers, maintaining good relationships to ensure we can supply our customer's needs.</p> <p>The Retail Operations Manager will have overall responsibility for streamlining work for all the bookshops in regard to ordering and deliveries to and from the Warehouse.</p>

The **Retail Operations Manager** will seek to optimise the use of the Mission’s bookshops and Cafes to support the evangelistic objectives of the Faith 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.

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

Alongside the above, a further key part of all the Faith Mission staff members’ role is talking about what Christian Faith represents for them, to have a genuine relationship with God and be able to testify what Jesus has done for them when people enquire or the situation arises.

To excel in the role of **Bookshops Retail Operations Manager** with the Faith Mission bookshops, candidates should have a strong Christian faith and a solid background in retail management, and above all a genuine passion and love of Christian Books and literature.

The **Bookshops Retail Operations Manager** will possess excellent organizational and problem-solving skills, as well as the ability to multitask and prioritize tasks effectively. A deep understanding of inventory management and supply chain logistics is essential, along with the ability to analyse sales data and make informed decisions.

Strong leadership and communication skills are also necessary to effectively manage and motivate a team.

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

Key Responsibilities & Duties:

1. Strategic Leadership & Management:

- **Vision & Strategy:** Develop and execute the overall strategy for the bookshops, ensuring alignment with the Faith Mission’s vision, and long-term goals.
- **Leadership:** Lead and support a team of store managers and operational staff across all locations, fostering a culture of collaboration, innovation, and high performance.
- **Decision Making:** Make key decisions related to store performance, employee matters, stock control, vendor relations, and customer service initiatives.

- Growth & Expansion: Identify opportunities for business expansion and market opportunities, both locally and regionally.

2. Operations & Process Management:

- Operational Efficiency: Oversee and streamline the operational processes across all Faith Mission bookshops locations, ensuring consistent procedures for stock management, customer service, sales, and employee performance.
- Standardization: Ensure that all stores maintain a high standard of operation, branding, customer experience, and visual merchandising. Implement best practices across all locations.
- Inventory Management: Oversee centralized inventory control for multiple stores, including stock replenishment, forecasting, and reduction of overstock or stockouts.
- Technology & Systems: Implement and manage retail management software, POS systems, and other technology tools to improve operational efficiency.

3. Financial Management:

- Budgeting & P&L Management: Prepare budgets together with the Mission's Finance department and oversee the financial performance of all our bookshops in every location. Analyse profit and loss reports, consult with the finance department and work with bookshops managers to meet or exceed financial targets.
- Sales Growth & Profitability: Develop and implement strategies to increase sales, reduce costs, and optimize profit margins across all bookshops.
- Cost Control: Ensure effective cost control measures are in place for staffing, inventory, and other operational expenses.
- Reporting: Liaise with the Head of Finance to discuss, generate and review the financial information and analyse regular financial and operational reports to senior management, ensuring transparency and alignment with overall business goals.

4. Team Leadership & Staff Development:

- Talent Management: Play an active part and together with the HR department to recruit, train, and develop a team of high-performing store managers and employees, ensuring that the right talent is in place across all locations.
- Training & Development: Implement comprehensive training programs for store managers and staff to improve product knowledge, customer service, and sales skills.
- Performance Management: Set clear performance targets for all stores, conduct regular performance reviews, and address any performance gaps to drive employee success and satisfaction.
- Employee Engagement: Foster a positive, motivating work environment where employees feel valued, supported, and motivated to excel in their roles.

5. Customer Experience & Service Excellence:

- Customer focused approach: Champion a customer-first approach across all stores, ensuring consistent, high-quality service and positive interactions for every customer.
- Quality Control: Monitor customer feedback, surveys, and reviews to ensure the bookshops consistently meet or exceed customer expectations.
- Event & Promotion Oversight: Oversee the organization of in-store events, promotions, author signings, and community outreach initiatives designed to enhance the customer experience and drive foot traffic.

6. Marketing & Community Engagement:

- Faith Mission Strategy: Ensure the consistent execution of the Faith Mission bookshops brand across all locations, align on promotions, local events, and online presence.
- Local Marketing Initiatives: Develop local marketing strategies to promote store-specific events, special offers, or unique inventory that appeals to the local community.
- Public Relations: Build relationships with local authors, influencers, schools, libraries, and other organizations to enhance the Mission's reputation and influence in the community.

7. Vendor & Supplier Management:

- Vendor Relations: Manage relationships with book suppliers, publishers, and other key vendors. Negotiate pricing, delivery terms, and promotional deals to optimize the product offering across all locations.
- Stock Ordering & Distribution: Oversee the centralized stock ordering system, work together with the Warehouse manager ensuring that inventory is well-managed across all locations, with appropriate levels of bestsellers, niche titles, and promotional items.

8. Compliance & Risk Management:

- Health & Safety: Ensure compliance with all local health and safety regulations and industry standards, maintaining a safe and welcoming environment for both staff and customers.
 - Ensure that the shop and café 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 our 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

- **Legal & Regulatory Compliance:** Stay updated on industry regulations, including copyright laws, labour laws, and retail compliance, ensuring all locations adhere to legal requirements.

9. 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

10. Other Duties:

- To act as the local representative of The Faith Mission as a Christian charity in such a way as to project a good image and uphold its reputation at all times
- To maintain the confidentiality of any information relating to the shop, bookshops, staff or The Faith Mission in general
- To carry out any specific instructions related to the post as requested by the Literature Ministry Director
- Undertake any other duties commensurate with the role as required
- To attend regular local and national meetings as instructed



Job Description & Employee Specification

Employee Specification

Specification	Essential	Desirable	How Tested
Education & Qualifications			
BA Hons Business Administration, Retail Management or equivalent experience	✓		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
Supply chain management and finance training		✓	Application Form
Experience			
Minimum of 5 years of retail management experience, at least 3 years in a senior leadership or multi-location management role	✓		Application Form, Interview
Previous experience of working in/knowledge of a bookshop or café environment		✓	Application Form, Interview
Experience in development and growth of a retail shop	✓		Application Form, Interview
Previous experience of staff management and working in a retail or customer service environment in a senior capacity	✓		Application Form, Interview
Experience of organising staff rotas and working shifts distribution	✓		Application Form, Interview
Understanding and solid experience of marketing and sales techniques	✓		Application Form, Interview
A strong 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 shop and café	✓		Application Form, Interview
Personal Skills			
Ability to operate effectively in a demanding, fast paced, team environment, paying attention to details	✓		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 and accountability	✓		Application Form, Interview
Excellent computer skills and Microsoft Office proficiency	✓		Application Form, Interview
Bibliophile with passion for reading and learning	✓		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