



THE ST HELENS BOOK STOP LIMITED, T/A THE BOOK STOP'S HERE  
BOOKSHOP **ASSISTANT** MANAGER

*Do you have a passion for books and a love of reading?*

*Do you want to be a part of something new and exciting?*

*Have you got what it takes to help to manage a busy town centre bookshop?*

The Book Stop is a new community bookshop opening in St Helens town centre and we are looking for our Assistant Manager. The ideal candidate would be someone with a love of books, a passion for their community and the commitment to help us achieve our goals.

As Assistant Manager you will work with the Manager to run the day to day operations of the shop and volunteer team. You will be able to work with a high level of autonomy to help create a positive environment for staff and customers alike. You will be able to provide excellent customer service at all times and encourage this in others through leading by example.

Working alongside the Manager, you will use your excellent interpersonal skills to create lasting links with schools, libraries and other community groups. With your exemplary time management and ability to multitask, you and the team will create and run events which could be anything from children's story times to local art classes or author talks.

Most importantly, you will actively work with the Manager, team and Trustees to create a welcoming and comfortable space for the community to enjoy and celebrate their creativity and love of literature.

Email your CV and supporting statement (max 6 sides A4 12 point in total) by 12 noon Monday 5<sup>th</sup> July 2021 to [jobs@sthelensbookstop.co.uk](mailto:jobs@sthelensbookstop.co.uk)

Please let us know of any dates w/c 12<sup>th</sup> or 19<sup>th</sup> July when you would not be available for interview.

## TIMETABLE

**Closing date for applications:** Monday 5<sup>th</sup> July 12 noon

**First interviews (Zoom):** w/c 12<sup>th</sup> July

**Final interviews (St Helens):** w/c 19<sup>th</sup> July

## CORE DETAILS

**Location:** The Book Stop's Here, 11 Bridge Street, St Helens WA10 1NN

**Responsible to:** Directly to the Bookshop Manager and indirectly to the Trustees of The St Helens Book Stop Limited

**Responsible for:** Volunteer team

**Hours:** 40 hours per week, 5 days out of 7

**Contract:** Open ended / Permanent

**Salary:** Up to £20,000 p.a. dependent on experience

**Holiday:** Four weeks plus statutory holidays

**DBS check:** Basic DBS check required

## JOB DESCRIPTION

### Shop floor

- Ensure the shop is open and managed by the shop team in the Manager's absence (including for out of hours events).
- Maintain efficient and commercially successful stock processing systems, including EPOS and backroom systems and ensure these are adhered to.
- Deliver excellent customer service and, where necessary, take appropriate action to resolve any customer complaints.
- Inspire the team to ensure that customers feel welcome and valued by the team.

- Set and maintain high standards of store appearance, creative product and promotional display, merchandising and cleanliness.
- Apply any and all health and safety and fire safety rules and procedures to maintain the safety of team members, third-party vendors and customers.

### **Volunteers**

- Ensure volunteers are skilled and equipped to fulfil all day-to-day operations.
- Work with the Manager and Trustees to recruit, induct, train, appraise and retain a team of volunteers.

### **Sales and profit**

- Working with the Manager, ensure replenishment of core products, negotiate sale or return agreements and explore opportunities for new product ranges.
- Where necessary, in the absence of the Manager, liaise with accountants and other advisors, to support prompt payment of all invoices, salaries etc.
- Empower the volunteer team to work with local and national contacts to generate additional income through appropriate promotions and events, including out of hours activities.

### **Being part of The St Helens Book Stop Limited**

- In the absence of the Manager, and on occasion with the Manager, attend Trustees' meetings to discuss business performance and participate in business planning and development.
- With the Manager, assist in the development of necessary policies and procedures for the business and ensure their implementation.
- With the Manager, Trustees and volunteer team, be accountable for the integration of the shop into the local community.

### **Other duties**

- In the absence of the Manager, ensure there is appropriate supervision in place for any out of hours activities/events organised as part of the bookshop community support ethos.
- Liaise with the operator of the cafe area as set out in the concession agreement to ensure that customers have a positive experience in all areas of the shop.

No job description can cover every issue which may arise and the Bookshop Assistant Manager will be expected to carry out other duties from time to time which are consistent with the role.

## **SKILLS, EXPERIENCE & KNOWLEDGE**

### **Essential**

- Excellent interpersonal and verbal and written communication skills.
- Can build strong and effective stakeholder relationships, including with customers.
- Models motivational leadership to maximise the performance of self and others.
- Is customer focused.
- Can work independently.
- Able to contribute to out of hours activities/events organised as part of the bookshop community support ethos.
- Demonstrates commitment to equality, diversity and inclusion.

### **Desirable**

- Strong track record in a retail environment, preferably in bookshop management.
- Previous experience of managing staff and volunteers.
- Experience of IT systems including EPOS and stock control platforms.
- Experience of organising and managing community events.