

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

Closing date: Monday 11th April 12 noon

Interview date: TBC - initial interviews by Zoom – interviews will take place as soon as possible as the Trustees wish to make an early appointment.

Are you passionate about books and spreading the joy of reading?

Are you excited by the opportunity to develop the bookshop into a community venue using your excellent interpersonal skills to liaise with schools, community groups and others?

Do you welcome the opportunity to work with a high level of autonomy?

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

With the support of the Trustees and working closely with the Assistant Manager, you will be accountable for managing the day-to-day operations of the bookshop. Working with the Trustees, you will plan future events and promotions and develop opportunities to grow the reach of the business from its existing level.

Email your CV and supporting statement (max 6 sides A4 12 point in total) by 12 noon Monday 11th April 2022 to jobs@sthelensbookstop.co.uk

CORE DETAILS

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

Responsible to: The Trustees of The St Helens Book Stop Limited, through the nominated Trustee on a day-to-day basis

Responsible for: Assistant Manager, volunteer team

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

Contract: Open ended

Salary: Up to £25,000 gross p.a. dependent on experience

Holiday: Four weeks plus statutory holidays

DBS check: DBS check – it is a requirement in the UK for a new DBS check for any member of staff who works directly with, or has regular contact with,

children or vulnerable adults (consistent with DBS guidance and relevant law)

JOB DESCRIPTION

Shop floor

- Maximise the shop's opening hours and ensure the shop is open and managed by the shop team in your absence through appropriate rota/holiday management (including for out of hours events)
- Maintain efficient and commercially successful stock processing systems, including EPOS and backroom systems.
- 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.
- Maintain high standards of store appearance, creative product and promotional display, merchandising and cleanliness.
- Apply all and any health and safety and fire safety rules and procedures to maintain the safety of team members, third-party vendors and customers.

Staff and volunteers

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

Sales and profit

- Working with the nominated Trustee, ensure replenishment of core products, negotiate sale or return agreements and investigate opportunities for new product ranges.
- Liaise with accountants and other advisors, as required, to support prompt payment of all invoices, salaries etc.
- Empower the Assistant Manager and 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

- Attend Trustees' meetings when required to discuss business performance and participate in business planning and development.

- With the Trustees, develop and review necessary policies and procedures for the business and ensure their implementation.
- With the Trustees, Assistant Manager and volunteer team, be accountable for the integration of the shop into the local community.

Other duties

- 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 manager of the Two Brothers café 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 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.