

JOB DESCRIPTION – LISMORE COMMUNITY SHOP and POST OFFICE

Job Title – Manager of Lismore shop/stores/Manager, supervisor and Postmaster

Location - Island of Lismore

Terms - Flexible hours to ensure efficient and effective management of the facility along with a commensurate rate of pay.

Salary – to be determined

Requirements - Candidates should live on Lismore and be prepared to work flexibly, this may include weekends and trips to the mainland.

About us - Lismore Community shop and Post Office is a Lismore Community Trust (LCT) community enterprise overseen by a small management board of shareholders.

About the role - To ensure the efficient and effective operation of Lismore Community Shop/stores and Post Office, being accountable to the Lismore Community Trust through a designated Management Board. The post holder will have a high degree of independence about the day to day running, and operation with more fundamental changes and improvement ideas being agreed with the MB.

Duties include

1. To supervise and ensure the smooth day to day running of the shop counter and Post Office counter
2. To monitor stock levels and ensure that timely orders are placed with suppliers for replacement stock, and to liaise with suppliers as necessary.
3. To be responsible for the shipping and delivery of suitable stock from the most suitable suppliers.
4. To travel to mainland to meet suppliers and bring stocks to the island as required.
5. To ensure delivered or acquired stock is in good condition and stored approximately.
6. To be responsible for the safe and legal operation and maintenance of any vehicle or vehicles that are supplied for the shop's use.
7. To take responsibility for addition or deletion of stock lines that meet the needs of the community and serve efficient stock control.
8. To be responsible for the reconciliation of daily takings of both shop and Post Office and to securely bank these takings.
9. To prepare VAT returns and such information for Tax purposes as might be necessary.
10. To perform the role of Postmaster and to monitor performance of the Post Office counter in such ways as may be required from time to time by the Post Office.
11. To audit Post Office sales and stock levels, as required.
12. To ensure there is suitable level of cash available for transactions.

13. To ensure that sufficient staff are available to service the shop during agreed opening hours.
14. To ensure there is clear suitable written procedural guidance for staff.
15. To draw up staff rotas and to make emergency arrangements in the event of unexpected staff unavailability. This may include selection of new part time staff.
16. To provide suitable staff training both to new staff and to existing staff in the case of the provision of new systems or equipment.
17. To make effective use of computer management systems for the shop, and to supervise installation and training.
18. Implement practices and procedures agreed with the LCT management board.
19. To provide monthly performance reports for the management board and attend a quarterly meeting.
20. At all times to be responsible for the health, safety and wellbeing of our customers and staff.

Candidate requirements

- a. Good organisation skills and time management
- b. Excellent customer service delivery
- c. Good information technology skills and ability to learn new systems
- d. Driving licence
- e. Knowledge/experience of retail trade
- f. Experience of managing staff.
- g. Community minded approach understanding the principles of a community ownership
- h. Flexible approach to the needs of the community, management board and customers.

Contact us to discuss further and apply

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