



Job Title: Shop Managers

Location: Sandford-on-Thames Talking Shop

Two posts are available as a job share, of

(a) 19.5 hours per week (either Monday to Wednesday or Wednesday to Friday)

(b) 13 hours per week (either Monday & Tuesday or Thursday & Friday)

About us

Talking Shop is a community-owned volunteering organisation, with volunteers aged from 9 to 80, set up to provide a hub to bring local people to get together and to deliver services and resources that were lacking in the area. We won Best Community Project in the Oxfordshire Community & Voluntary Action awards in 2013 and 2017, and Plunkett's 'The Little Things' award in 2018 for working to tackle loneliness in an accessible and effective way. We started with the Saturday market in 2011 and after four years of hard work, we were able to create our own space, The Talking Shop, in a new extension to the Village Hall, Sandford-on-Thames.

Usually we run a community hub from here: a drop-in space where everyone is welcome, with a café and convenient 'corner shop', workshops and community education programmes, pop-up restaurants and lots of other ways to get people together. We deliver the shop & café and lots of our other activities through a structured volunteering programme in which people can build skills, confidence and new friendships, learning at their own pace. Currently with restrictions in place to manage the pandemic we are running the shop Monday to Saturday, doing 'Walking Shop' home deliveries and 'call & collect' and working to introduce takeaway food.

Working here

Our Values

Talking Shop is a project that brings people together. As a group we have defined how we look after each other and how we work together.

Open to Everyone:

Everyone is welcome just as they are. Everyone has something to offer. Everyone has a say and a right to be listened to. We ensure it is easy to get involved.

Support Each Other:

We respect difference and embrace diversity. We avoid judgment. We encourage, support and take care of each other. We make time for people. We allow everyone to give what they can, when they can. We recognise every effort and contribution.

Create Opportunities to Learn:

We create a safe space to build confidence and skills. We enable people to share skills, knowledge and experience, in particular across generations. We build local partnerships and networks.

For the Community, For the Long Term:

We are committed to health, good food, fair prices and environmental sustainability. We support local producers. We actively encourage growth and fresh starts for individuals and for our local economy.

Proud to do the Best We Can:

We provide top quality customer service, products and resources. We are valuable, relevant and meaningful for our community. We achieve the most when we work together and have fun!

We're a small team, and that means each of us has to work in unison with other team members, both paid staff and volunteers. We work together every day to solve problems and provide a community hub that makes a difference. We take great pride in the collaborative, vibrant culture we're building together, in the service we provide to the local community, and in the example we set to other communities.

In order to meet the values of the project, all Talking Shop staff will have the following core competencies:

- Promoting inclusivity
- Building and maintaining relationships
- Developing people
- Business development
- Excellence and innovation (continuous improvement)

About the role

Purpose: You will be responsible to the Talking Shop Board for the day to day operations of our community shop. You will ensure sustainability in line with the project's stated mission and aims by: meeting financial targets; supervising and supporting staff and volunteers; ensuring that the shop is compliant with relevant legislation.

Working hours: The job is offered as a job share of

(a) 19.5 hours per week, three successive days (either Monday to Wednesday or Wednesday to Friday) 8.30-3.30 with 1/2 hour lunch

(b) 13 hours per week, (either Monday & Tuesday or Thursday & Friday) 8-3.30 with 1/2 hour lunch

In addition to these hours, there will be a monthly staff team meeting lasting approximately one hour.

We are also looking for one of the post-holders to take Team Coordination responsibilities which would be a further 1.5 hours per week, timings to be negotiated.

Applications are invited for any of these options, by individuals or pairs wishing to job share.

Pay: The annual salary will be calculated from a rate of £11 per hour to reflect the job share hours.

The activities that you will undertake for us include:

- **Leading on the ground in day to day delivery of the shop's activities:**
 - Using sales and other data, in consultation with the Customer Council and the Board, to drive continuous improvement in the shop including developing, maintaining and promoting shop lines to meet
 - the wide range of budgets and needs in our community,
 - our commitment to environmental sustainability, and
 - strategic priorities defined by the Board
 - Managing and maintaining shop floor stock displays
 - Working with Board & Customer Council to ensure the shop is as widely accessible and useful as possible for everyone across our community
 - Developing effective marketing strategies to promote and raise awareness of the shop
 - Providing regular updates to the Board on shop activity and plans
- **Stock and Financial Management:**
 - Ensuring consistent availability of stock for shop sales and customer orders
 - Managing storage and rotation to safeguard stock
 - Minimising and accounting for waste
 - Maintaining accurate up to date records of stock ordered & received
 - Keeping the i-zettle point of sales system up to date with current stock lines
 - Using sales data to inform ordering activity and develop stock policy
 - Regular and ongoing analysis of sales & waste
- **Leading & supporting the shop volunteer team:**
 - Providing an inclusive and respectful environment in which volunteers can flourish
 - Ensuring the highest levels of customer service
 - Providing training and development for volunteers
 - Helping volunteers to solve problems through a coaching approach
 - Ensuring communicative and supportive relations between different volunteer teams

A post-holder who takes on the Team Coordinator role would, in addition, be responsible for ensuring that the team's duties are being carried out, and that individuals are supported and developed as necessary.

We're looking for:

- Experience and understanding of the general grocery and food retail sector, preferably in a community setting
- A highly-developed ability to work with stock and finance management systems, using data to inform decisions and plan changes
- Good time management
- The ability to prioritise and manage multiple tasks
- Organised, thorough working practice with good attention to detail
- A proactive and creative problem solving approach

- Experience of working with volunteers, preferably including those who are vulnerable
- The ability to manage a team with tact and thoughtfulness, ensuring task achievement with proper care for individuals
- Understanding of how people learn at work, preferably through experience of people development
- Enthusiasm about ensuring the best possible customer experience

The **additional Team Coordinator role** would require evidence of leading a team in service delivery, successfully managing change and solving operational and strategic problems.

You must be eligible to live and work in the UK.

How To Apply

Please send your CV with covering letter describing how you fit the role, to Abi on contacts.talkingshop@gmail.com (please don't apply through Facebook).

Deadline for applications: 5pm on Friday 21 August

