



## **JOB DESCRIPTION - SHOP MANAGER**

**Award:** General Retail Award Level 8

**Hours per week:** 38 (full-time)

**Reports to:** Board (volunteer directors)

**Responsible for:** Retail Assistants and Volunteers

Flame Tree is a member-owned, not-for-profit co-operative with a focus on sustainable, local and ethical food. We are driven by a commitment to sourcing healthy, fresh, organic produce with minimal or no packaging, and to the democratic business model of the co-operative. Flame Tree operates under a set of rules, which was developed by its members. The shop is staffed by a paid team and volunteers, and supported by a volunteer board of directors.

The Shop Manager role is responsible for managing the day-to-day operations of our shop and co-ordinating the work of the retail assistants and volunteers to ensure the shop is welcoming, well stocked, makes a small profit to reinvest as needed, and provides for the needs of our members and the wider community. They work collaboratively with the board to develop and improve business practices, policies and procedures.

### **Key Responsibilities**

#### **Shop Operations Management**

- Maximise sales, profitability and customer/member satisfaction, in line with Flame Tree's values and objectives
- Oversee the daily operations and respond appropriately to any customer service, human resources or operational issues
- Ensure the shop is well presented, clean, safe, welcoming, organised and adequately stocked
- Maintain a high standard of visual presentation to optimise sales and customer experience

- Ensure that the shop, car park, garage and equipment are maintained in a clean, orderly, functional and safe condition, meeting general standards
- Ensure that cleaning and pest control meets both the Department of Primary Industries and Food Authority guidelines and with products and methods that are sustainable and eco-friendly
- Ensure adequate supplies of shop and office needs such as jars, paper bags and stationery
- Oversee the appropriate management of all waste

### **Human Resources Management**

- Manage the recruitment and training of staff and volunteers
- Manage the roster and staff matters
- Develop effective staff levels, shifts and rosters that allow for the best possible customer service within the wages budget set by the board and allow the staff to meet the workload effectively and safely
- Ensure staff and volunteers are delivering a welcoming and high-quality shopping experience to all customers

### **Stock Management**

- Place orders in a timely manner and maintain appropriate levels of stock while being mindful of budget limitations as prescribed by the board
- Maintain awareness of relevant trends and respond accordingly, identifying new stock lines and discontinuing unprofitable ones
- Seek opportunities to improve on and expand the shop's product range in line with Flame Tree values and objectives
- Minimise stock losses by ensuring appropriate storage of both fresh and bulk produce

### **Community**

- Ensure a welcoming, safe and enjoyable store experience for members and non-members alike
- Create a space that engages the community with the Co-op and promotes the values of co-operatives
- Explore opportunities for Flame Tree to be involved in relevant local community events

### **Communications & Marketing**

- Collaborate with the directors, staff and volunteers to realise Flame Tree's Brand & Content Strategy
- Coordinate content for and distribution of social media, member newsletters and volunteer newsletters (working with volunteers and staff as needed)

### **Compliance**

- Ensure compliance with all relevant local, state and federal legislation including but not limited to Human Resources, Work Health and Safety, privacy, food safety and labelling

- Ensure that there is a safe working environment for Flame Tree staff and volunteers and any Work Health and Safety issues are appropriately responded to and documented
- Resolve any concerns in a timely manner and escalate to the board as needed

#### **Other**

- Maintain oversight of revenue, costs and budget, meeting profitability targets (currently aiming for 1.5% net profit)
- Attend monthly Board meetings and contribute to business decisions as requested by directors

#### **Skills and Experience needed**

- Management experience, preferably in retail
- Excellent written and verbal communication skills
- Excellent interpersonal and conflict resolution skills
- Ability to work collaboratively and consultatively
- Ability to interpret and apply legislation including WHS, EEO and regulations relating to retail food stores
- High level of computer literacy including use of Microsoft Excel, Word and experience in bookkeeping (e.g. Xero or MYOB) and Point of Sale software
- Ability to create and manage a business budget and to interpret and assess financial performance
- Outstanding problem solving skills
- Ability to prioritise and manage competing demands under pressure
- Commitment to the mission, aims, and values of Flame Tree Community Food Co-op