



Job description for Assistant Scout Shop Manager

18 September 2017

Outline Responsibilities: With the Scout Shop Manager, be responsible for the operational management of all matters related to The Glasgow Scout Shop and as necessary/appropriate deputising for them.

Responsible for: All Scout Shop staff.

Scout Roles: N/A.

Responsible to: Scout Shop Manager.

Internal Contacts: Volunteers across Clyde Region and elsewhere in Scouting, members of staff in the Regional Office and members of the Scout Shop Board.

External Contacts: Suppliers, Customers and outlets for promoting The Glasgow Scout Shop.

Appointment Requirements: An in depth knowledge of the retail sector, an understanding and acceptance of The Scout Association's policies & the completion of other training as may be necessary to fulfil the duties of the post holder.

The post holder will require to attend committee meetings and support activities and events, including working during evenings and weekends, for which time off in lieu will be agreed.

Signed: _____ Date: _____
Applicant.

Signed: _____ Date: _____
Clyde Scouts.

Clyde Scouts

21 Elmbank Street Glasgow G2 4PB tel 0141 248 6022 email info@clydescouts.org.uk www.clydescouts.org.uk

Regional Commissioner (Scotland): Dr. Marion Rankin Founder: Robert Baden-Powell OM Chief Scout: Bear Grylls RN

Registered Scottish Charity SC010415

Key tasks of the role:

Working as part of the Scout Shop Leadership team, with the Scout Shop Manager:

- Assist with the day to day operations of The Glasgow Scout Shop and lead the operations in the absence of the manager.
- Develop and implement a strategy for sales growth and optimal profitability.
- Ensure that efficient procedures are maintained and developed in relation to the volume and range of merchandise, stock turnover, stock checks and the ordering of stock, in conjunction with the Scout Shop Board.
- Have responsibility for the implementation of all procedures related to the EPOS system to record deliveries and sales, reconcile these with takings and produce management reports.
- Provide day-to-day supervision and line management of the staff in The Glasgow Scout Shop, including all matters related to the welfare, training and performance review, of shop staff.
- Maintain an effective online trading presence at glasgowscoutshop.com
- Be a member of the Scout Shop Board which meets 2 times per year.
- In partnership with the Accountant, manage the prompt and efficient administration of all matters related to the certification of purchases and invoices.
- Ensure that efficient and effective procedures are maintained and developed in relation to all matters of security for the shop staff, the premises, the stock and daily takings.
- Ensuring that efficient and effective procedures are maintained and developed in the areas of customer relations, marketing, display of merchandise and deployment of staff.
- Ensure that the whole area of the shop, the entrance and the display and storage areas are well maintained, tidy and that stock is well merchandised to maximise sales.
- Where appropriate, play your part in the wider operations of the work of Clyde Scouts.
- Performing such other duties as are reasonably required.

The person

Skills and Attributes

- Confidence to manage own workload.
- Able to communicate effectively both orally and in writing, with people at all levels within and outside of Scouting.
- Ability to multi-task and work well under pressure.
- Ability to work as part of the wider team but also on own initiative.
- Excellent attention to detail, ensuring quality and consistency is maintained at all times.
- IT literate.

Knowledge and Understanding

- Working knowledge of the retail industry.
- Understanding of the aims and ethos of the Scout Movement.
- Knowledge and understanding of e-commerce.

Essential skills and experience

- A proven record of being customer focussed and delivering outstanding customer service.
- Leadership of a staff team.
- Ability to undertake effective administration.
- Experience of the retail sector at Team Leader, Supervisor or Manager level.

Values and Personal Qualities (including our approach)

- Enthusiastic and motivated.
- Want to maintain an up to date knowledge of products and Scouting and take a proactive approach to self-development and performance improvement.