

mary's
meals

a simple solution
to world hunger

Recruitment pack for:

Shop Manager

Mary's Meals UK

August 2019



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Welcome from our Executive Director

Thank you so much for your interest in joining the Mary's Meals family. As you consider making an application for the role of Shop Manager with Mary's Meals UK, I hope you find this pack helpful, encouraging and exciting.

In joining Mary's Meals UK, you would become part of a global movement of people who will simply not accept that any child should go hungry in this world of plenty. We are passionately driven by our simple belief that every child in the world deserves an education – and enough to eat.

From small beginnings feeding just 200 Malawian children in 2002, we are now reaching 1,504,471 children across 18 'programme' countries (including Malawi, Liberia, Zambia, Haiti, South Sudan and Syria) with a nutritious daily meal in school.

This meal not only meets the immediate needs of the hungry child, but it attracts children to the classroom where they can gain an all-important education. And we firmly believe that the children who are receiving Mary's Meals today can grow up – better nourished and better educated – to become the men and women who will lift their communities out of poverty and end their reliance on aid.



But none of this would be possible without the incredible generosity of our supporters all over the world, who give freely of their time, money, skills and prayer. In Malawi alone, we have 80,000 volunteers who rise early each day to cook and serve Mary's Meals to their children.

And, across Mary's Meals' dozen or so 'national affiliate' countries, in which we raise awareness and funds for our work (including the UK, USA, Austria, Germany, Ireland, Croatia and Canada) thousands of people amaze and inspire us every day with their 'little acts of love', spreading the word about Mary's Meals in their local communities and raising money to feed more children.

The UK, where we received the first-ever donations for our work, remains the country in which Mary's Meals raises the majority of its funds. And Mary's Meals UK, the organisation I am privileged to lead, is responsible for continuing to tell our story across Scotland, England, Northern Ireland and Wales; engaging and inspiring more and more UK volunteers and donors; and driving forward the unrelenting growth of the Mary's Meals movement on these shores.

We do this while working very closely and collaboratively with our colleagues at Mary's Meals International, the organisation which co-ordinates the global movement and directly manages our school feeding programmes.

The Shop Manager is a key role in leading and motivating a team of volunteers to support a strategy for growth and produce a regular and significant funding stream to support the charity's school feeding programmes. The Shop Manager will also be vital in improving awareness of our vision and mission as well as adding social value to the local community.

With 64 million children out of school around the world and a further 66 million attending school so hungry they're not able to concentrate and learn, our work is only just beginning. Will you play a crucial part in shaping the future of Mary's Meals UK, and with it, the lives of so many people who both contribute to and benefit from this incredible work of love, joy and hope?

I look forward to hearing *your* story.



Daniel Adams
Executive Director, Mary's Meals UK

- **Our vision** is that every child receives one daily meal in their place of education and that all those who have more than they need, share with those who lack even the most basic things.
- **Our mission** is to enable people to offer their money, goods, skills, time, or prayer, and through this involvement, provide the most effective help to those suffering the effects of extreme poverty in the world's poorest communities.





- We have confidence in the innate goodness of people.
- We respect the dignity of every human being and family life.
- We believe in good stewardship of the resources entrusted to us.

View Mary's Meals' full statement of values here: <http://bit.ly/2oRy99Y>

Mary's Meals is a global movement that sets up school feeding projects in some of the world's poorest communities, where poverty and hunger prevent children from gaining an education.

Our idea is a simple one that works. We provide one daily meal in a place of learning in order to attract chronically poor children into the classroom, where they receive an education that can, in the future, be their ladder out of poverty.

The Mary's Meals campaign was born in 2002 when Magnus MacFarlane-Barrow, from Dalmally in Argyll, visited Malawi during a famine and met a mother dying from AIDS. When Magnus asked her eldest son Edward what his dreams were in life, he replied simply: "I want to have enough food to eat and to go to school one day."

That moment was a key part of the inspiration which led to the founding of Mary's Meals, which began by feeding just 200 children in Malawi in 2002. Today, 17 years later, we feed 1,504,471 hungry children every school day across four continents. The average worldwide cost for us to feed a child for a whole school year is just £13.90.

Where Mary's Meals is provided, there is a rise in school enrolment, attainment and attendance. Wherever possible, Mary's Meals uses locally grown food to support the local economy and help smallholder farmers.

We work extremely hard to keep our running costs low and to ensure that at least 93% of donations goes directly on our charitable activities. This is only possible because most of our work is done by an army of dedicated volunteers all over the world, who carry out lots of little acts of love on behalf of Mary's Meals.

Having been inspired, in part, by our founder's Catholic faith, this work is named in honour of Mary, the mother of Jesus, who brought up her own child in poverty. We consist of, respect and reach out to people of all faiths and none.

Counting on support from around the globe, Mary's Meals has registered national affiliate organisations, which raise awareness of our work, in more than 18 countries around the world. Funds raised by affiliates, including from Mary's Meals UK, are passed to Mary's Meals International, the organisation which co-ordinates our movement and directly manages the delivery of our school feeding programmes.



Mary's Meals Network

National Affiliates

 Australia Independent Affiliate	 Austria Independent Affiliate	 Belgium Independent Affiliate	 Bosnia-Herzegovina Branch of MMI
 Canada Independent Affiliate	 Croatia Independent Affiliate	 Czech Republic Independent Affiliate	 France Independent Affiliate
 Germany Independent Affiliate	 Ireland Independent Affiliate	 Italy Independent Affiliate	 Netherlands Independent Affiliate
 Spain Independent Affiliate	 Switzerland Independent Affiliate	 United Kingdom Independent Affiliate	 United States Independent Affiliate

 Mary's Meals International (MMI)

Programme Affiliates

 Kenya Branch of MMI	 Liberia Branch of MMI
 Malawi Subsidiary of MMI	 Zambia Subsidiary of MMI

International Fundraising Groups

 Denmark Group	 Poland Group
 Portugal Group	 Slovenia Group
 UAE Group	

Programme Partners

 Benin Soeurs de Marie de la Médaille Miraculeuse	 Ecuador Fundación Cristo Misionero Orante	 Ethiopia Daughters of Charity Tigray	 Haiti Hands Together, Caritas Hinche and Summits Education
 India BREAD	 Kenya Caritas Lodwar	 Lebanon Dorcas	 Madagascar Grandir Dignement
 Myanmar Episcopal Commission for Education	 Romania Rhema Foundation	 South Sudan Diocese of Rumbek	 Syria Dorcas
 Thailand Living Water Foundation	 Uganda Emmaus Foundation	 Zimbabwe Childcare Ministries	

Mary's Meals UK (or 'MMUK'), a charity registered in Scotland, is the oldest entity in the Mary's Meals family – the original organisation established as 'Scottish International Relief' in the early 1990s, when our founder and global CEO, Magnus MacFarlane-Barrow, first became involved in international aid during the Bosnian Conflict.

Back then, Magnus was a simple salmon farmer who, along with his family, decided to do something to help those who were suffering because of the war.

They relied heavily on the generosity of local people in their village of Dalmally in Argyll, who relentlessly donated food, blankets and other items of aid, which were then stored in the family shed, before being driven out by Magnus to Bosnia-Herzegovina.

Though our largest office is now in Glasgow, that same shed – which continues to be filled, metaphorically at least, with the generosity of our supporters – still serves as the headquarters of Mary's Meals UK to this day.



About Mary's Meals UK

In January 2015, to recognise the incredible growth of the Mary's Meals movement around the world and to facilitate future growth in new countries, another entity – Mary's Meals International (or 'MMI') – was formed in the UK.

This new organisation assumed responsibility for directly delivering our programmes and for coordinating the growing number of Mary's Meals organisations around the world, aimed at either awareness-raising or programme delivery.

This structural change saw Mary's Meals UK become the global movement's largest fundraising organisation and enabled it to focus even more passionately on its mission to tell our story across Scotland, England, Northern Ireland and Wales, and empower more people to help us reach the next hungry child by offering their money, goods, skills, time or prayer.

Today, Mary's Meals UK raises awareness and funds under the direction of the Executive Director, and through the passion, commitment and dedication of our volunteers and staff, led by the Director of Communications and Fundraising, Director of Finance and Operations, and Director of Development (London). The organisation currently has offices in Glasgow (which it shares with Mary's Meals International), Dalmally, Leeds and London.



Role title: Shop Manager

Location: Dunblane

Contract: Full-time, permanent

Salary: c. £17,896 per annum

Benefits: Flexible working, 34 days' annual leave (including public holidays), and a non-contributory pension with employer contributions of 8%. For more information on what we offer, please visit: <http://bit.ly/2F9lVIQ>

Reports to: Operations Manager, Retail and Material Aid

Key relationships: MMUK: Shop Managers, Volunteers, Operations Team, Communications team, Fundraising team, Finance team & People Team

External: Shop visitors, local community and local community ambassadors for Mary's Meals, third party suppliers



Duties and responsibilities

Role overview

The Shop Manager will lead and motivate a team of volunteers to support a strategy for growth and support the Operations Manager to attain strategic objectives and grow sales income, awareness of our mission and fundraising activities. Ensures shop operations are in line with Retail Standard operating procedure and organisational policies and procedures, and identify opportunities for increased sales potentials, improve awareness of our vision and mission as well as adding social value to the local community.

Key responsibilities

Retail Development

- Support the implementation of the retail strategy and objectives including maximising sales and growing awareness
- Lead and support the shop team to increase sales, improve standards of customer service

Leading and managing

- Lead by example, communicate effectively and accept personal responsibility
- Disseminate information and organisational objectives to the team, and feed upwards any information to the Operations Manager

- Provide regular communication with the team and both internal and external customers
- Prioritise, delegate and manage daily operations of the shop
- Coach and motivate the team and ensure provision of excellent customer service
- Resolve day to day issues with colleagues and 3rd parties
- Undertake and keep accurate records relating to meetings with your team, including learning and development requirements
- Provide a stimulating, supportive and safe environment

Retail

- Ensure all cash handling and banking procedures comply with retail standard operating procedures and MM financial policies and procedures
- Maintain high levels of cleanliness and retail standards
- Ensure all goods sold are complaint with trading standards
- Motivate your team to actively promote the work of Mary's Meals through meetings, displaying literature and providing up to date and relevant information
- Ensure the shop window and internal displays are regularly changed and comply with shop window policy and standard operating procedures
- Ensure all goods are priced and displayed in an appropriate fashion and comply with standard operating procedures
- Ensure all back-room stock is stored in an organised and in a safe manner
- Identify improvement in operations and share with the Operations Manager and other Shop Managers

Management Information

- Produce and manage agreed monthly management information reports on retail and material aid in a timely manner
- Ensure retail and material aid information is retained and used in compliance with data protection policy and is managed on SharePoint with appropriate levels of security and access
- Provide weekly updates on team activity to the Operations Manager

Health and safety

- Support the review, development and implementation of a health & safety policy statement for the shops
- Ensure the health & safety policy is implemented at all times and that all employees and volunteers have a knowledge and understanding of their responsibility in health and safety
- Ensure systems are in place to enable the identification of hazards and risk assessments
- To ensure that all required duties are carried out in accordance with Mary's Meals Health and Safety policies and procedures and to report any incidents of non-compliance.

Self and team development

- Participate in personal development reviews and continue to identify opportunities for own development including keeping knowledge up to date and relevant and in line with the Mary's Meals 7S competency model
- Support the Operations Manager with development of learning opportunities and internal training workshops
- Lead by example and communicate effectively and accept personal responsibility
- Carry out frequent team meetings, at a minimum once a month
- Carry out 1-2-1 support and supervision sessions with the shop volunteers
- Participate in Mary's Meals monthly gathering, quarterly all staff days, and finance and operations meetings
- You may be required to travel to locations in the UK which Mary's Meals operates as required

Qualifications, skills and experience

- Minimum two years previous retail experience
- Experience of managing budgets and accounts in a retail environment
- Ability to solve problems and make decisions
- A keen eye for accuracy and detail
- Previous experience of supporting projects and managing change
- Excellent communication skills with the ability to liaise with staff and volunteers at all levels
- Ability to manage conflicting demands and changing priorities
- Experience of using CRM EPOS systems
- Experience in the use of Office 365/SharePoint/Microsoft office
- Able to work flexibly including some evenings and weekends
- Proven experience of dealing with the public
- Self-starter with the ability to work with minimal supervision and able and willing to refer or consult when necessary
- A credible and reliable person who can deal with various different elements of customer service
- Sound experience of working 'hands-on' as part of a small team, in a supportive, flexible and friendly manner
- Good demonstrable experience of the charity sector is desirable
- Experience of working in a customer focused environment



Mary's Meals employees approach their role in line with our 7S competency model:

1. Self

- I demonstrate resilience
- I lead by example
- I'm authentic and true to Mary's Meals values
- I develop myself and set stretching goals

2. Service

- I have a vocational attitude to my work
- I inspire hope in others
- I build belief that even difficult challenges can be solved
- I am committed to serving and enabling all who want to be part of the global movement
- I work to ensure our future will be even better than our past

3. Simplicity

- I communicate effectively
- I follow clear decision-making criteria
- I create plans that are easy to follow and contribute to organisational goals
- I embrace inclusivity and diversity
- I focus on delivering results

4. Stewardship

- I pay attention to the things that matter most; (a) our physical resources; (b) our people
- I nurture, develop and respect our relationships with external stakeholders
- I deliver on my promises
- I am happy to be held accountable and to hold others to account

5. Strategy

- I have a point of view about the future
- I know our stakeholders and see our priorities clearly
- I help others to work in ways that have the greatest impact
- I develop strategy and translate it into action

6. Strengthen

- I contribute to a positive work environment
- I support those around me

7. Success

- I maintain my technical competence
- I contribute to the success of my team
- I ensure accountability
- I embrace change



How to apply for this role

To apply for the role of Shop Manager at Mary's Meals UK, please send a tailored CV and covering letter to: jobs@marysmeals.org

Your covering letter should make a compelling case for why you feel motivated to work for Mary's Meals UK in this role, as well as giving a concise overview of your most relevant skills and experience, and should fill no more than one page of A4.

Recruitment timescales

Closing date for applications:
Monday 09 September 2019

Please note: A second interview stage may be required.



“Together, let’s set out on this journey; one step at a time, one meal at a time, one child at a time.”

– Magnus MacFarlane-Barrow, Mary’s Meals founder