**Threehills Supermarket and Cafe**

**General Manager**

**Salary**: £28,000 - £30,000 per annum

**Hours:** 40 hours per week, worked over 5 days. Initially Threehills will be open Monday to Saturday, with flexibility required in hours and days to meet the demands of the project. Some evening and weekend working will be required.

**Pension**: 5% of salary paid by company

**Annual Leave:** 25 days per annum, plus 8 public holidays

**Location:** Nitshill Shopping Centre, Glasgow

**Application.** Closing date Friday 28th May

Please send in a current CV and a maximum two-sided covering letter detailing why you feel you are a perfect fit for this role, including examples of how your experience demonstrates you meet all the essential person specifications, as well as most of those detailed as ideal.

* Please indicate your last hourly/annual salary
* Please indicate your earliest start date should you be successful.

**For your application or if you have any questions email: kevin@threehillsglasgow.org**

**Job Description**

**General manager will**:Lead and manage an innovative project, combining a Community Café, Citizen’s Supermarket, Community Room and a range of wraparound services to support Threehills members. Create and sustain a friendly and welcoming hub with the café providing hot meals and quality coffee and snacks; a supermarket for members only providing affordable high-quality food for local people; wraparound services for members to support them on their journey towards financial wellbeing.

**Main responsibilities**

* Support and line manage the Café Supervisor to ensure that the café is customer centred, ensuring a friendly, enjoyable, efficient and value for money experience.
* Working with the Café Manager and Membership & Partnership Officer, recruit staff and volunteers as needed for Threehills and oversee all inductions and training.
* Ensure all those working in Threehills are valued, supported and have the opportunity to develop their contribution as appropriate.
* Assume cash responsibilities including cashing up for the supermarket, recording sales figures and supervising the cash handling in the cafe.
* Plan and monitor supermarket and storeroom stocks weekly, aiming to provide a wide range of quality food, attractively displayed.
* Oversee the staff and volunteers in the supermarket and ensure they have the relevant training and qualifications.

**Other duties**

* Ensure all the health and Safety and food hygiene rules and records are scrupulously followed and recorded in all areas of Threehills operations and meet the regulated standards.
* Review Health and safety regularly and ensure all new legislation is complied with. This will include changing COVID-19 rules.
* Establish all service processes and train staff to delivery these effectively.
* Ensure cleaning standards are adhered to and work with the staff team to achieve high standards of cleanliness throughout
* Ensure all equipment is working efficiently and is regularly serviced.
* Develop existing partnerships and build effective new partnerships with food suppliers to maximise the surplus food made available to Threehills.
* Lead the staff team to develop the Threehills marketing strategy and deliver any associated promotions or events.
* As principle key holder, adhere to opening and closing procedures, ensuring health and safety protocols are followed.
* Manage the Threehills vehicles including organising fuelling, servicing, cleaning and tax & insurance. Recruit and manage volunteer drivers and ensure consistent and safe driving practices.
* Deliver regular reports to the Steering Group as required, including monthly sales, operational summary, staffing and any business development ideas for discussion.
* Ensure the ethos and values of Threehills are at the centre of all operational decisions.

**Person Specification**

**Essential**

* Demonstrate a commitment to and enthusiasm for the aims and objectives of Threehills.
* Retail management experience
* Experience of managing all aspects of Health and safety and food hygiene and handling protocols in line with legislation.
* Management or supervision of paid staff
* Excellent communication skills and the ability to work with, nurture and motivate a team.
* Experience of stock ordering and management
* EPOS and I.T literacy skills. Numeracy skills required to monitor and manage budgets.

**Ideal**

* Driven to achieve high standards of customer service, self-motivated and able to manage teams under pressure and in a demanding environment.
* Resilient, able to think on one’s feet to address and solve problems as they arise.
* Innovative and forward thinking
* Able to work in a changing and developing environment and take people with you.
* Management or supervision of volunteers
* Experience in catering and/or food preparation
* Community development experience or experience in the third sector

**Zoom interviews will be held on w/b 31st May.**