



## Iona Community Trading CIC - Job Description

<b>Job Title:</b>	Shop Manager
<b>Reporting to:</b>	Finance and Compliance Manager
<b>Salary Band:</b>	<b>As residential post:</b> annual allowance of £8,900, all rent, bills and food included. <b>As non-residential island-based post:</b> salaried position at salary band G - £32,694
<b>Type of Contract:</b>	3-year fixed term, with option of extension Start as soon as possible
<b>Place of work:</b>	Isle of Iona
<b>Hours of Work:</b>	35 hours per week; with Common Life commitments in addition If the post holder is appointed on a salaried contract, they would still be expected to support some agreed aspects of the common life, including public worship.

### Common Life Accountability:

Working for the Iona Community as part of the Resident Team is more than a job – it is a way of life. We live and work together as a community, committed to sharing a common life. This means that staff share a home with one another, as well as daily tasks, worship and recreation with the guests who join us in community, and with each other.

Living like this can be very rewarding. It can also be a very vulnerable and challenging experience, balancing our allocated job along with the shared “common life”. This life together is a commitment, or a covenant that is agreed, rather than a contract that is signed.

It is this mixture of our daily work, with a commitment to the common life and the building, receiving and celebrating of community that makes working at our islands centres far more than a job; but a way of life.

For non-residential island-based members of staff, there is an expectation that the post-holder will take part in some common life activities.

<b>Annual Leave:</b>	37 days for full-time staff. Pro-rata for part-time staff.  Holiday/Annual Leave Entitlement runs from 1 January to 31 December each year and is inclusive of Public Holidays
<b>Pension:</b>	Membership of the National Employment Savings Trust



## **Overview of the Organisation:**

The Iona Community Trading C.I.C. is the trading arm of the Iona Community which is an international, ecumenical Christian movement working for justice and peace, the rebuilding of community and the renewal of worship.

Our Community was founded in Glasgow, Scotland in 1938 by Rev George MacLeod, a visionary and social reformer.

The Trading Company runs two separate businesses, a shop on the Island of Iona and a small Christian publishing company called Wild Goose Publications.

## **About the role**

The Iona Community Shop on Iona is located across the road from Iona Abbey. It sells a wide range of books including the Iona Abbey Worship Book, Wild Goose Publications (and music), Scottish history, geography and literature, and children's books. The shop also sells locally hand-crafted gifts, Celtic jewellery, sacramental items, pilgrimage guides, clothing, maps and cards.

The books, crafts and other products reflect the Iona Community's Fair Trade and local trade ethos. The shop takes great care to source its products as much as is possible from a range of small locally-run businesses and Fair Trade organisations.

The shop also sells hot and cold drinks, snacks and the famous Iona Abbey bread and home-baking.

The shop has an annual turnover of between £275,000 and £300,000. All profits benefit the work of The Iona Community on Iona, Mull and further afield.

## **Job description**

The Iona Community's Shop serves thousands of day visitors each year, as well as the hundreds of guests who come to stay on Iona. This fast-paced environment is an invaluable point of contact for the Iona Community with visitors, Abbey guests and islanders. It is also an important source of revenue for The Iona Community's work.

The shop is the most visible public face of The Iona Community on Iona and offers an ethical approach to retail. This is achieved by selling books and other products which reflect the values of the Community and proactively seek to source those products from local and other family businesses as well as reputable Fair Trade organisations.

The Shop Manager, supported by the Assistant Shop Manager (currently a part-time permanent post), is responsible for the overall management of the shop, developing a team approach to its operation, managing the shop budget, developing the shop to maximise revenue whilst continuing to ensure that the ethos of the Iona Community is reflected in the literature and products sold. The Shop Manager and the shop team also ensure that the shop is a welcoming place, in line with The Iona Community's commitment to hospitality and inclusivity.



### **Main responsibilities:**

- train, supervise and support shop volunteers and line-manage the Assistant Shop Manager
- organise staff rotas, allocate duties, and manage leave
- ensure a high standard of customer service and welcome, including providing information about the work of The Iona Community
- ensure the correct handling and accounting of all sales receipts and maintain appropriate records and reports via the EPOS system
- maintain good working relationships with current suppliers and expand the supply base in accordance with The Iona Community's values and Shop Purchasing Policy
- manage and purchase optimal levels of stock
- ensure all new stock is correctly recorded in the EPOS system
- conduct an annual stock-take
- develop and maintain suitable controls to gain the best value from the stock-holding and ensure budgetary objectives are met
- market and promote the shop to maximise its visibility among guests and visitors, including organising regular events such as 'Authors' Talks' and selling Abbey Kitchen fayre
- create attractive shop displays for optimum exposure of new offerings and bestselling products, as well as information about The Iona Community's work and values
- In liaison with Wild Goose Publications, ensure that The Iona Community publications sales opportunities are maximised
- develop good working relationships with other retail businesses on the island and, when possible, attend the Island of Iona Business Forum
- Prepare reports for Iona Community Trading CIC Board and attend Board meetings (by Zoom)
- manage the training and supervision of Abbey guests' Task Teams (30 minutes a day five days a week)
- any other duties appropriate to the post as agreed

### **Supervision and budget responsibility**

- Line management of Assistant Shop Manager and supervision of three volunteers.
- The postholder is responsible for an annual budget of approximately £300,000.



## Personal specifications

### Essential

- Proven experience in retail management and customer service
- Demonstrable evidence of returning a profit from retail activities
- Demonstrable organisational skills
- Experience in budgetary management and cash handling
- Experience in managing staff (paid or voluntary) and leading teams
- Ability to work under pressure in a busy working environment
- Ability to keep accurate records in accordance of data protection and other legislation
- Strong IT skills covering Word, Excel and emails and ideally Office 365 and EPOS
- Good understanding of and support for the work and values of the Iona Community

### Desirable

- Proven ability to identify new products and assess product success
- Creative problem-solving abilities to overcome challenges
- Experience of managing online sales

## Find out more about the Iona Community

**Web:** [www.iona.org.uk](http://www.iona.org.uk)

**Facebook:** [www.facebook.com/ionacommunity](https://www.facebook.com/ionacommunity)

**Instagram:** [www.instagram.com/ionacommunity](https://www.instagram.com/ionacommunity)

