### Job description

One Dalkeith- Scottish Charitable Incorporated Organisation No. SC048018

# **Retail Shop Manager - Job Description**

**Employer:** One Dalkeith Community Development Trust

**Salary:** Depending on experience.

**Contract:** Permanent Full-time Employment Contract **Hours:** 37.5 hours per week. Weekend work is required.

Location: 21 Eskdaill Court, Dalkeith, EH22 1AG

# **Background**

The Corner Shop Collective is a vibrant non-profit boutique dedicated to enriching the Dalkeith community in extraordinary ways. This isn't just any ordinary shop; it's an uplifting experience that celebrates local talent, fosters connections and inspires creativity.

The Corner Shop Collective is run by One Dalkeith, Community Development Trust, whose aims and objectives are—

- To grow the collective economic well-being of the community and
- To regenerate the Town Centre.

The Corner Shop Collective is Midlothian's newest shopping destination. Over 60 artists, crafters, and producers from the Lothians and Borders can be found under one roof. Spaces are also available in the shop for local community groups to sell their goods to support their non-profit group.

Our customer service is truly next level. We strive to exceed the expectations of every visitor, ensuring that everyone feels special and valued. Knowing that people will always remember how you make them feel. If they leave feeling uplifted and appreciated, they will return time and time again. One Dalkeith is looking for someone highly skilled and understands what it takes to deliver excellent customer service.

Our pop-up tables at the window are not just tables; they are a canvas for showcasing the exquisite work of our brilliant artists, so having an artistic flair or creativity would be beneficial.

The shop also has guest vendors who demonstrate their goods, and customers can "meet the maker." There is also a calendar of seasonal late-night shopping events, such as try-and-buy product launches and tastings.

After a successful launch, we are looking for a retail shop manager to continue the excellent work of our current manager.

The post holder will manage the shop, its vendors, and staff, and they will report to the Development Trust's Business Manager.

#### **Job Description**

- Managing and overseeing shop operations, following opening and closing procedures, and ensuring efficient functioning of the shop.
- Manage the sales floor, providing maximum profitability, and create a schedule of seasonal late-night shopping events in association with independent vendors.

Scottish Charitable Incorporated Organisation No. SC048018

- Meeting monthly, quarterly and annual sales and financial targets.
- Managing the shop's till system and creating bar codes with the bar tender software (training can be provided).
- Manage the shop's social media platforms and create posters on Canva for shopping events.
- Controlling inventory to ensure sufficient stock, daily and weekly counts, and monthly stock
- Ensuring products are rotated and changed by season, and shop displays are changed weekly.
- Ensuring exceptional customer service.
- Follow security and safety measures and lock-down strategies and ensure compliance with health and safety.
- Manage loss prevention through security and monitoring strategies, audit paperwork and inventory levels, and appropriately handle broken or damaged merchandise.
- Supplying monthly sales reports to vendors and updating Excel spreadsheets when invoices are received.
- Compiling overview reports for the board on the progress of the shop.

# **Personal Specification**

#### Skills and experience:

- Experience in social media marketing, understanding trends of target customers.
- Creative window displays, product promotions, and marketing skills.
- Coaching skills to train and mentor staff on company standards, effective sales techniques and product knowledge to attain performance-based results and team development.
- Programme design skills to motivate employees to increase sales.
- Computer skills in POS, Sum Up, and Bar Tender for shop management and inventory.
- Product display creation skills and cleanliness to maintain a presentable shop image
- Excellent communication and interpersonal skills to deal with people and companies, problem solve and relay staff duties and instructions
- Exceptional decision-making and problem-solving skills to make quick decisions, deal with staff or vendor problems and resolve conflict
- Customer service skills to help generate marketing programs to increase sales and retain a customer base
- Faultless skills in maths and analytic knowledge with the ability to generate financial records and adequately manage cash and budgets

#### **Personal attributes**

Good understanding of the nuances of working within a community setting

Scottish Charitable Incorporated Organisation No. SC048018

- Flair for design and a finger on the pulse of current trends
- Good team leader and motivator, confident, positive and friendly outlook.
- Highly motivated and committed to succeed.
- Good communicator, able to identify USP of retailers, genuine care for the products for sale and creating a positive customer experience.
- Able to self-manage a varied workload with competing priorities.
- Committed to the Development Trust model and the vision of One Dalkeith
- Care for and interest in the well-being of people in Dalkeith
- Understanding and sensitivity to the inclusive and optimistic values of One Dalkeith
- Able to work flexible hours when required, including weekends and evenings, to meet the real-time evolving needs of the organisation.

One Dalkeith is an equal opportunity and Fair Work employer. Please send your CV and cover letter to vacancies@onedalkeith.info. The closing date is September 16th 2024.

Job Types: Full-time, Permanent

Tuesday to Saturday, 9:30-5:30pm, with seasonal evening event shifts.

Ability to commute/relocate:

Dalkeith, EH22 1AG: reliably commute or plan to relocate before starting work (required)

#### **Education:**

• GCSE or equivalent (preferred)

# Minimum Experience:

Supervising experience: 1 year

Customer service: 1 year

Retail management: 1 year

Management: 1 year

Retail sales: 3 years



Scottish Charitable Incorporated Organisation No. SC048018

Please apply by emailing your C.V. along with a cover letter before 12noon on 16th of September 2024 to <a href="mailto:vacancies@onedalkeith.info">vacancies@onedalkeith.info</a>