

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.

- 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 take.
- 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



ONE DALKEITH

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 vacancies@onedalkeith.info



COMMUNITY & BUSINESS HUB

21 Eskdail Court, Dalkeith, EH22 1AG