**Position:**  Retail Shop Development Manager 

Yetholm Community Shop Limited (YCSL)

**Location:**  Town Yetholm, Scottish Borders

**Reports to:**  YCSL Management Committee

**Hours:**  flexible 30 – 40 hours per week

**Scope of role:**

General management and development at the Yetholm Community Shop, Post Office counter and multi-purpose community space which serves the villages of Town Yetholm and Kirk Yetholm and surrounding area.

**Principal responsibilities:**

To lead the transformation of the business to become a sustainable community-owned enterprise, to grow and develop the shop business to meet the needs of both the local population and visitor/tourist markets, and to manage, lead and develop all paid staff and volunteers.   This will be achieved by:

* Engaging actively and positively with customers in the shop, including working at the shop counter at various times of the day, including weekends.
* Establishing positive, motivational and collaborative working relationships with paid staff and volunteers, ensuring that the different needs of both groups are met.
* Increasing turnover, profitability and managing margin in accordance with targets set by the Management Committee, in line with YCSL’s objectives.
* Developing relationships with current and potential new suppliers so as to maintain appropriate stock levels; creating an attractive product range; negotiating most favourable pricing and trade terms; and increasing where appropriate the level of locally produced/artisanal products offered.
* Creating effective product placement displays.
* Developing effective, appropriate, multi-channel advertising and marketing strategies.
* Developing growth strategies for the Post Office in conjunction with the current Postmistress.
* Utilising the reporting functionality of the shop EPOS system to manage stock, pricing, margin and wastage effectively
* Promoting YCSL at local community events.
* Communicating effectively at all levels, including with customers, paid staff, volunteers, suppliers and Management Committee members, both verbally and in writing as required.
* Overseeing the shop systems for cash handling and banking.
* Maintaining staff and volunteer rotas to ensure appropriate staffing levels for all shop and PO counter opening hours.
* Ensuring compliance with all health, safety and hygiene regulations, including food labelling requirements.
* Identifying training needs for self, staff and volunteers and making provision for such training.
* Being ready to undertake occasional travel on shop business.

These are the key aspects of the role, but the job holder will be expected to be flexible and adapt to changes from time to time in line with legislative or shop requirements.

Successful applicants will be required to provide evidence that they are eligible to work in the UK.