



## **Redcar and Cleveland Mind**

### **Job Description**

<b>Job Title:</b>	Something in Mind Shop & Café Manager
<b>Salary:</b>	7.85 per hour (12,246 per annum)
<b>Hours:</b>	30 hours per week
<b>Accountable to:</b>	Social Enterprise Coordinator
<b>Responsible for:</b>	Café Supervisor & Something in Mind Volunteers
<b>Job Purpose:</b>	To deliver sales/profit targets through the effective management and motivation of the shop and café team including volunteers. Exceed customer expectations by providing the highest quality service. Adhere to the mission and core values of the charity

#### **Duties and responsibilities:**

##### Key Result Areas:

1. To develop a business strategy for Something in Mind which sets out a clear vision with key targets and associated milestones.
2. To develop Something in Mind as a volunteer led social enterprise, demonstrating innovative and inclusive practice, robust financial processes, and strong community engagement.
3. To be responsible for the day to day management of Something in Mind in order to establish a sustainable social enterprise which will support the financial and wider engagement targets of Redcar & Cleveland Mind.
4. To develop and maintain a robust financial management strategy, taking account of best value, stock control, budgeting, financial projection and profit and loss using R&C Mind's financial systems (Cybertill).
5. To further develop the café to include marketing and promotion of healthy eating initiatives, linking with key health promotion strategies.

## Key Tasks:

1. To manage the day to day coordination of Something in Mind's volunteers, ensuring that they adhere to all safeguarding, health and safety requirements/legislation, equal opportunities and other relevant policies and practices
2. To ensure that all sales targets and results are communicated and that all staff are aware of, understand and are working to meet/exceed the agreed targets.
3. Ensure maximum stock availability, generating and sourcing high quality stock, monitoring stock flow into the shop.
4. Present and maintain the highest standards of shop merchandising and visual layout including window displays.
5. Achieve the optimum price point for all stock items and promotional merchandise for seasonal and windowed themes. Continually review the rotation, quality and replenishment of stock in order to maximize sales.
6. Provide direction and support to shop staff to actively promote Gift Aid in order to maximise contributions from donations.
7. Identify local market and business development opportunities for performance improvement. Be proactive in organising events or activities within Something in Mind and working with the Town Centre Management team in supporting High Street events.
8. Make links with health partners to promote health initiatives in café e.g. Change 4 Life.
9. Provide regular performance feedback, conduct formal performance reviews, train and develop staff in customer service standards, operating standards and retailing skills.
10. Monitor and control variable costs e.g. petty cash in accordance with the set targets to maximise the profitability of the shop and café.
11. Prepare and complete all shop administration inclusive of cash handling and banking functions to the highest standard, accurately and on time, always adhering to R&C Mind's Policies and Procedures.
12. Plan and organise daily work load throughout the shop and café in a way that ensures efficient customer service and a profitable operation.
13. Proactively recruit volunteers and be involved in their selection and interviewing. Effectively plan volunteer rotas and cover for the café and shop.

14. Help deliver training to volunteers in a range of skills and knowledge based areas including induction into their role, customer service and retail skills. Training will be related to business needs, to realise their full sales potential and contribution to the shop performance.
15. To actively market and promote Something in Mind. This will include engaging with both customers and volunteers to effectively utilise R&C Mind's social media channels.
16. Undertake training as required by Redcar & Cleveland Mind in Redcar and Cleveland or as agreed through supervision.
17. The above duties and responsibilities cannot totally encompass or define all tasks that may be required of the incumbent. The outline duties and responsibilities may therefore vary from time to time without materially changing their character and or level of responsibility.

**Management:**

Support, Supervision and Annual Appraisal will be provided by the Social Enterprise Coordinator.

**Working conditions:**

30 hours per week. Flexible working between the hours of 9am – 5pm over seven days subject to the demands of the service. Some evening working may be required. Overtime will not be paid, but approved time outside office hours should be taken as time off in lieu.

Signed:

.....  
Employee

.....  
Manager

Date: .....

Date: .....

## Redcar and Cleveland Mind

### Post: *Something in Mind Shop & Café Manager*

#### Note to candidates

All of the criteria marked 'S' will be used for shortlisting purposes.

You should attempt to describe how you meet these criteria in the 'General Experience and Further Information' section of the application form, giving examples where possible.

Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

Candidates invited for interview will be asked to show evidence of qualifications.

Requirements	Essential/ Desirable
<b>Education/ Qualifications</b> <ul style="list-style-type: none"> <li>Relevant qualification to a minimum of NVQ level 3 in a retail or customer service field. Alternatively to be willing to work towards an appropriate NVQ qualification within one year (S)</li> </ul>	E
<b>Experience</b> <ul style="list-style-type: none"> <li>Direct experience of supervising people (S)</li> <li>Retail experience – 2 years minimum (S)</li> <li>Retail Management experience (S)</li> <li>Experience of business development (S)</li> <li>Experience of financial management (S)</li> <li>Direct experience of working in the voluntary sector (S)</li> <li>Experience of promotion and marketing of services (S)</li> <li>Experience of recruitment and selection (S)</li> <li>Direct personal "lived experience" of mental illness (S)</li> <li>Experience of working in and/or supervising a catering environment (S)</li> </ul>	E E D D E D D D D D
<b>Knowledge</b> <ul style="list-style-type: none"> <li>Knowledge of mental health issues and services (S)</li> <li>Knowledge of the issues faced by people with "lived experience" of mental illness (S)</li> <li>Knowledge of the support needs of volunteers (S)</li> <li>Knowledge of legislation and good practice in human resource management of volunteer staff (S)</li> <li>Comprehensive knowledge of safeguarding in relation to vulnerable adults (S)</li> <li>Knowledge of Health and Safety and risk assessment (S)</li> </ul>	D D E D D D E
<b>Skills</b> <ul style="list-style-type: none"> <li>Decision making and the ability to exercise effective judgement</li> <li>Planning, organisational and time-management skills</li> <li>Excellent communication and presentation skills, written and spoken (S written)</li> <li>Problem solving</li> <li>Ability and commitment to working in an inclusive, team-focussed way</li> </ul>	All essential

<ul style="list-style-type: none"> <li>• Ability to relate to a broad range of people at all levels</li> <li>• Team building, coaching and leadership skills</li> <li>• Admin and IT skills, including use of Microsoft Office, internet/email and eBay</li> </ul>	
<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>• An explicit commitment to the core values and aims of Redcar and Cleveland Mind</li> <li>• Commitment to working within Mind’s policies</li> <li>• Empathy for people with “lived experience” of mental illness and their families and a non-judgemental approach</li> <li>• Commitment to value of diversity, equality of opportunity and elimination of discrimination in all forms</li> <li>• Ability to self-motivate</li> <li>• Energy and enthusiasm</li> <li>• Ability and willingness to work flexible hours as required</li> </ul>	<p>All essential</p>

**Special Conditions**

The successful candidate will be required to undergo an enhanced Disclosure and Barring Service (DBS) check