



## Job Spec

Job Title	Shop Manager
Employer	London LGBT+ Community Pride CIC
Location	London
Salary	£10.55 per hour
Employment type	Temporary Employee
Hours of work	Full time (40 hours per week spread across the shop opening times 10am-7pm, 7 days a week)
Responsible for	No direct reports
Reporting to	Head of Retail and Fundraising Director

## Purpose

***Briefly describe the main purpose of the job:***

Pride in London has secured a pop up shop from early June (date TBC) to be open everyday. To facilitate this we are looking to recruit 2 Shop managers to manage the day to day running of this space over the month it will be open.

## Personal specification, minimum qualifications and expertise

***Qualifications and expertise needed to be effective in the role:***

- Educated to a good standard (GCSE level or equivalent)
- A trustworthy, reliable individual who's capable of working on their own initiative
- A good knowledge of Pride in London, both internal organisation and public facing events
- A positive, can do attitude
- A degree of flexibility
- An ability to think on your feet and problem solve
- Excellent customer service
- Strong organisational skills
- Experience of leading volunteers would be desirable

## Key outputs and deliverables

***The main areas of responsibility broken down into a list of the main tasks:***

- Day to day running of the shop
- Opening and closing procedures
- Checking in and training of volunteers on shift
- Managing volunteers on shift and answering queries

- Greeting customers and ensuring enquiries are fully dealt with
- Cash handling and stock management
- Facilitating events that are scheduled to be held in the shop
- Managing the community aspect of the shop to ensure groups and/or charities all get an opportunity to advertise
- Distributing of parade / lounge wristbands
- General appearance and cleanliness of shop
- Any other duties as requested by LLCP Board and/or line manager

### **Employment details**

***List the details of employment for this job:***

- Contract term: TBC Working hours: 40 hours per week (flexible hours and some weekend working).
- Total employment expected to be 200 hours (per employee), some more may be required

### **Other details**

***List any other relevant details:***

- Please apply sending a CV and cover letter to [applications@prideinlondon.org](mailto:applications@prideinlondon.org)
- The closing date for applications is 28th May 2018 (midday)