



Assistant Manager and Volunteer Co-ordinator

About Us

Minety Community Shop (MCS) is a not-for-profit, community benefit enterprise run by and for the residents of Minety. Our mission is to provide a friendly, reliable service that supports local people and suppliers while sustaining the shop's role as a valued village hub.

The shop is overseen by an elected Management Committee, which sets policies and strategic direction. Day-to-day operations are the responsibility of the Shop Manager, supported by the Assistant Manager/Volunteer Co-ordinator, and a dedicated team of volunteers.

Role Purpose

The Assistant Manager and Volunteer Co-ordinator supports the Shop Manager in the daily operation of MCS, will have regular customer facing presence and leads on volunteer management. This includes coordinating the volunteer rota, supporting and training volunteers, overseeing stock and cash handling, maintaining compliance with relevant legislation, and ensuring the shop provides a welcoming and efficient service to the community.

Flexibility is essential to cover some of the Manager's role when they are unavailable. The role also plays a key part in developing MCS as a sustainable community hub and ensuring it continues to thrive both operationally and financially. The role is not Monday-Friday, some weekend, evening and Bank Holiday working will be essential.

20 hours per week | £12.21/hour + holiday pay | Pension, overtime & business mileage available

Key Responsibilities

1. Assistant Shop Manager

- Act as Deputy Manager in the Manager's absence.
 - Oversee ordering, purchasing, and stocking of goods.
 - Manage daily cashing-up and accurate data entry into shop systems.
 - Maintain records through EPOS and Xero as required.
 - Provide operational updates and reports to the Management Committee as requested.
-

2. Volunteer Coordination and Support

- Lead on volunteer management, ensuring sufficient coverage for all shifts and shop activities.
 - Use the *Three Rings* system to schedule, monitor, and communicate with volunteers.
 - Support and motivate volunteers, ensuring they feel valued, confident, and informed in their roles.
 - Identify and arrange any necessary training or refresher sessions. Holding records of this for Quality Assurance.
 - Advise the Volunteer Sub-Committee on recruitment needs and any issues raised by or about volunteers.
 - Contribute to volunteer engagement and recognition initiatives organised by the Volunteer Sub-Committee.
-

3. Customer facing presence

- Work regular hours in the shop to build a customer facing presence.
 - Actively engage with customers to meet their needs and ascertain any feedback, providing this to the Manager.
 - Contribute, as requested, to reports for the Management Committee.
-

4. Stock Management and Purchasing

- Support the Shop Manager in maintaining appropriate stock levels to meet customer demand.
 - Order stock as required, keeping the Manager informed of key purchasing decisions.
 - Record stock movements, sales, and receipts using spreadsheets and EPOS reports.
 - Conduct regular stock reconciliations and assist with weekly financial reporting.
 - Participate in cashing-up and daily financial procedures.
 - Have knowledge of Suppliers and Supplier processes.
-

5. Compliance and Standards

- Ensure all operations comply with current legislation and Committee-approved policies (training is provided), including:
 - Health and Safety
 - Food Hygiene
 - Waste Management
 - Other policies outlined in the Staff and Volunteer Handbook
 - Promote safe working practices and report any concerns or incidents to the Shop Manager or Committee.
-

Reporting and Accountability

- Reports to: Shop Manager
- Deputises for: Shop Manager during absence
- Liaises with: Volunteers, Volunteer Sub-Committee members, and the local community

Key Performance Indicators (KPIs)

- Volunteer rota maintained with consistent shift coverage and positive team feedback.
- Accurate and timely completion of cashing-up, stock control, and reporting tasks.
- Full compliance with health, safety, and food hygiene standards.
- Overtime and additional hours remain within agreed limits.
- Smooth operational continuity when deputising for the Shop Manager.
- Strong happy Volunteer community based on formal feedback and staff numbers.