



**Frow Resource Shop Manager  
Initial 6 months Maternity Cover - £15 per hour**

**Applications for this role are open  
Please send current CV and covering letter to:  
[admin@frowresource.org.uk](mailto:admin@frowresource.org.uk)**

Closing date: 14th October 2024  
Interviews: w/c 21 October 2024  
Potential start date: w/c 28th October 2024

### **Job Description**

#### **About Us**

Frow Resource is a Community Interest Company that was set up by a group of volunteers to reduce waste for our village and encourage a circular economy. The Second Life shops helps our objective to assist Forest Row to become a Zero Waste community.

We look to raise awareness and funds to create spaces that will give the community a place to recycle, upcycle and re-assign 'stuff' that would normally end up in the waste system to be incinerated or put into landfill.

Our objective is to remove waste from this system and re-home, fix or find good recycling partners to re-purpose wherever possible. Monies raised are given back to the community via projects and grants.

We are looking for a shop manager to work with the other Managers for an initial 6 month Maternity cover period, to hold this vision, be bold, and make good creative decisions to meet our objectives.

#### **About You**

You may not have been in retail before, the important thing is that you are personable, that you are able to accommodate our diverse community and offer a polite and kind service to them.

You will work in a job share alongside two other shop managers and volunteers and will assist the smooth running of the shop.

You will maintain relationships with partners that provide services to us. New ideas on moving resources within our community to be reused are fully encouraged and part of the objective of this CIC - working with the customers/contractors is an important part of this role.

You will attend Operations Meetings with the Managers and Directors, every three weeks (Wednesday 17:00-18:00)

You will update records and carry out relevant administrative tasks.

You will work with the other managers on the creativity of the shop windows and assist in the planning and organisation of these.

### **The Role of the Shop Manager**

- Responsible for the competent day to day running of the shop and the managing of the volunteers. This is a 3 day per week role on a flexible rota system to include some Saturdays.

### **Tasks shared between shop managers to include:-**

- Ensuring that the shop is open and ready to receive customers on the days it will be open.
- Ensuring the volunteers are given specific tasks that will assist the smooth running of the shop and that we are able to maximise the selling opportunities.
- Maintaining a stock rotation system
- Pricing stock in line with the Frow Resource guidelines
- Ensuring all stock is clean, beautifully presented and not broken when put out, washed/steamed/ironed for cloth products, crockery not chipped games/puzzles are complete

### **The role of the manager is to:-**

- Provide a safe environment that protects staff, volunteers and the public.
- Encourage the volunteers to take key roles in the running of the shop according to their preferences and capabilities, so that their roles are fulfilling.
- Promote a happy working environment for all volunteers, ensuring they are trained and able to do the task set for them

- Report any maintenance or health and safety issues to the Directors as soon as they are discovered.
- Be responsible for maximising sales.
- Maintain a high quality, creative shop front at all times – seasonal wherever possible and promotional when needed.
- Organise the incoming product with volunteers – along the current ‘triage’ process that ensures all stock is able to be displayed as soon as possible.
- Keep a list of items requested by customers and contact them when they arrive.
- Work with community groups.
- Cash up when applicable to the shift – deposit any cash into the Post Office.
- weigh incoming donations and update the form.
- Act as key holder – ensure security of cash, stock, staff & premises. Adhere to the cash handling procedure detailed in the staff manual.

This list is not exhaustive and the post holder will be expected to undertake other duties within the remit of the job.

### **Equality and Inclusion**

All staff and volunteers are required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against staff or volunteers, contractors, and customers.

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