

Ruskin Mill Trust (the Trust)

Job Description

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| Position: | Shop Manager and Work Experience Provider |
| Post Reference No: | RMT101207 |
| Field of Practice: | Biodynamic Ecology and Transformative Leadership and Management (Field 3 and Field 7) |
| Grade: | 8 |
| Responsible to: | Horticulture Production Manager |
| Location: | Ruskin Mill College |

Job Purpose

To be an active member of the social enterprise team within the provision.

To have an extremely high regard for quality of aesthetics and presentation of the social enterprise and products that they produce/sell. To ensure best practice in customer management at all times and with the Horticulture Production Manager to set up customer analysis systems to facilitate the regular revision of the operational plan.

The post holder is responsible for the day-to-day management of the shop, ensuring that there is sufficient stock for the retail outlets across the site and ensuring that the shop is a showcase for the work of the college and the other social enterprises within the provision and the Trust

The post holder will also be required to maintain required records including financial accounts, compliance checks for the equipment, orders and stock control and provide regular reports to the Horticulture Production Manager.

The post holder will be expected to embrace, articulate and work with the Trust's objectives, vision, values, purpose and method, ensuring that the Trust's paradigm of biodynamic agriculture, Anthroposophical medicine and practical skills education, which is informed by Steiner Education, is maintained, implemented and integrated within the provision of the College.

The post holder is to contribute to the whole life of the College and Trust, always remembering that our core purpose is to improve the education and lives of the young people at the College.

The post holder will be expected to travel on an occasional basis between the Trust's sites, and to and from other places as the Trust may reasonably require.

You will be required to carry out your duties at all College premises, some of which are located a distance from the main College sites and at such other places as the Trust may reasonably require.

Evening and weekend working will be required.

Corporate Contribution

The post holder will be expected to contribute as required and uphold the aims, objectives and commitments of Ruskin Mill Trust.

General Duties associated with being part of a social enterprise

1. To have a good knowledge of the purpose of the 'third stage' of the PSTE curriculum in its intention to help students realise their potential within the community in an outward facing a capacity.
2. To have a good understanding of how the product within their social enterprise is related both to the work of students in their provision as well to the genus loci of each provision.
3. To work closely with students to develop their capacity to be 'outward facing' towards community and develop their work readiness skills.
4. To help students to develop independent working skills in a professional manner in order for students to realise their development towards community.
5. To support students to see the value of the social enterprise's product in relation to their work throughout the provision.
6. To communicate regularly to the Education Learning Coordinators and the Horticulture Production Manager in developing each student's capacity to work within the community.
7. To assist the Horticulture Production Manager in developing the assigned social enterprise to meet the needs of both the student and the community.
8. To work in a professional manner towards patrons of the social enterprise as a role model for students.
9. To assist students in improving their functional skills in relation to the activities and product of the social enterprise.
10. To complete termly progress reports and other tracking paperwork associated with a student's journey whilst in college.
11. To work with students to improve their interface with the community and co-workers.

Specific Duties

1. To be responsible for the day-to-day management of the shop ensuring that the aesthetics represent and promote the work and method of the Trust.
2. To ensure and support the shop to provide work experience and educational opportunities for students.
3. To provide meaningful work experience opportunities for appropriate students in the college holiday periods.

3. To work with the Horticulture Production Manager to identify potential suppliers and maintain good business relationships.
4. To arrange and accept deliveries of stock, and resolve any discrepancies ensuring that deliveries are managed in an effective way.
5. To display stock in an appropriate manner, ensure standards of quality and minimise waste.
6. To “sell” stock to customers of the shop and to take and act on customer requests if appropriate to do so.
7. To ensure levels of food hygiene and cleanliness of the shop and to ensure that there is a stock rotation system in place to minimise any waste.
8. To undertake all administrative tasks associated with the running of the shop, including marketing, working with the finance department to manage costs and carry out basic financial management tasks.
9. To ensure that all cash and financial transactions are handled and recorded in an appropriate manner, in liaison with the Finance Department.
10. To provide regular reports to the Horticulture Production Manager and college management team to include financial information, customer base and marketing developments.
11. To work with the Horticulture Production Manager and college management team to develop an appropriate publicity and marketing strategy to expand the current internal and external customer base
12. To actively promote the shop through promotions, articles, markets etc. to increase internal and external awareness of the shop
13. To report any maintenance or repair requirements to the Maintenance Manager in a timely manner
14. To ensure standards for quality in relation to customer service and respond to customer comments and complaints in an appropriate manner.
15. To ensure that the Trust’s health and safety framework is followed during all activities undertaken as part of the shop operation, which includes:
 - Regular monitoring and review of potential hazards and risk assessments;
 - First aid procedure and equipment;
 - Fire precaution and equipment ;
 - Manual Handling assessments;
 - COSHH regulations and assessments.
16. To be responsible for the security of the premises.
17. To comply with the Trust’s Manual Handling Policy and Practice.
18. To play an active role in supporting the college’s and if appropriate Trusts other retail operations such as café, smokehouse etc.

General

1. To share the Trust's commitment for promoting and safeguarding the welfare of students.
2. To be responsible for promoting and safeguarding the welfare of students, children and vulnerable adults that you come into contact with.
3. To carry out the above duties in accordance with the Trust's Health and Safety Policy.
4. To actively support and promote equality and diversity throughout the Trust.
5. To work co-operatively with other staff within the Trust.
6. To work with students.
7. To deliver training or development opportunities as required.
8. To maintain a 'duty of candour' and to be open and honest at all times, ensuring that concerns are raised promptly through the appropriate management routes.
9. To comply with all the policies and procedures of the Trust as contained in the booklet entitled "Ruskin Mill Trust - Student Protection Policies".
10. To maintain exemplary standards of professionalism, honesty and respect at all times, and not abuse the privilege of access to confidential information.
11. To be responsible for the care and development for your working area.
12. To attend meetings and supervision as required.
13. To undertake training and development as required by the Trust and the Hiram Education and Research Team. To be committed to professional self-development, through participation in-service training as necessary for the successful carrying out the role.
14. To undertake work related continued professional development (CPD) as required by the post.
15. May, from time to time be required to work additional hours as shall be reasonably necessary to discharge properly your duties and responsibilities outlined in this job description.
16. To undertake any other duties appropriate to this level of post which will evolve as the job progresses until the job description is reviewed.

Staff Management and Supervision

The Shop Manager and Work Experience Provider will be responsible for the line management of Shop Assistants, Learning Assistants and may be required to line manage other designated staff as appropriate.

Liaison

To liaise with all staff employed by the Trust, professional bodies, external consultants, and any outside bodies as and when required.

Job Revision

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Where the post holder is disabled or becomes disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable job redesign will be given full consideration.

