



Job Description

Job Title: enterprise19 shop manager

Responsible to: General Manager

Hours of work: Monday - Friday 9 am - 4 pm (52 weeks of the year)

Salary: £25,000

Benefits: Pension scheme, 28 days annual leave inclusive of bank holidays, in-house and external training, Sage employee benefits system with access to private GP, employee helpline and mental health support

Post19 is a leading life skills and support centre for adults with learning difficulties, disabilities, and autism based over three sites in Farnham, Surrey.

Our mission statements is:

We want to help people with Learning Disabilities and Autism to become active members of the community which is why the young adults we support are always at the centre of what we do. Post19 is a safe place for our young adults to spend time with their friends as well as building upon life skills. We develop skills, support them to find opportunities in their local communities. Our innovative approach to activities and support encourages independence and purposeful lives.

We are currently seeking a shop manager to join our team who enjoys working in a caring, fun, and sometimes challenging environment.

Responsibilities:

- Working closely with both the team and customers to deal with all queries
- Continuing our links with the artistic local community, and encouraging and establishing new links
- Creation of regular assets for Instagram, Facebook, X and TikTok, including photographs, short videos and stories to promote our products.
- Launching new enterprise19 and Th3rdlevel products across social media platforms and scheduling any corresponding social media advertising for those products
- Manage the orders on the online shop ensuring that orders are dispatched in a timely manner and any issues are quickly resolved
- Manage the enterprise19 physical store and cafe ensuring that products displayed showcasing our current stock. Supporting our young adults to gain experience working in the store and the cafe building their independence
- Ensuring that there is good stock rotation providing products for different holidays and special occasions
- Working with and managing our creative tutors to ensure that new designs are being created for our products as well as ensuring that popular items are also available

- Tutoring the young adults at Post19 to gain valuable work experience opportunities within the enterprise19 store and online shop
- Ensuring sales targets are met, monitoring budgets and motivating staff to attain objectives
- Overseeing financial reports working collaboratively with the general manager
- Evaluating conditions of the local market, seeking new opportunities for sales and staying current with the market

Requirements:

- Excellent computer skills with experience in shopify
- The ability to work to deadlines
- Strong attention to detail and confidentiality
- Great communication, reading and writing skills
- A reliable work ethic paired
- Enthusiastic, a can-do attitude, and a caring personality
- Ability to build good relationships with young adults and staff
- The ability to work well as part of a team
- Flexibility and the ability to think creatively from a different perspective

The post-holder's responsibility for promoting and safeguarding the welfare of the young adults for whom they are responsible, or with whom they come into contact, will be to adhere to and ensure compliance with Post19's Safeguarding Policy Statement at all times. If in the course of carrying out the duties of the post the post- holder becomes aware of any actual or potential risks to the safety or welfare of young adults in Post19, they must report any concerns to the safeguarding lead.