



# SUGARLOAF SHOP MANAGER

<b>Department:</b>	<b>Sugarloaf Cafe</b>
<b>Reports to:</b>	<b>Operations Director</b>
<b>Place of Work:</b>	<b>Elim International Centre</b>
<b>Working hours:</b>	<b>Part-Time (2 days, 16 hours per week)</b>
<b>Salary band:</b>	<b>£7,752</b>
<b>GOR:</b>	<b>No</b>
<b>Status:</b>	<b>Recruitment</b>

## **INTRODUCTION**

The Elim Pentecostal Church is a growing Movement of more than 550 Christian congregations in the UK and Ireland. Elim is also a leading UK charity operating within the non-profit sector as a single consolidated charity. Elim's core vision and distinctive characteristics arise from its spiritual heritage as a denomination focussed on Christian mission and ministry.

Regents Theological College is the National Training Centre of the Elim Pentecostal Church and one of the leading Pentecostal Bible Colleges in Europe. It provides a range of theology courses at undergraduate, masters and doctorate levels, all validated by the University of Chester. A new operating model is being launched from September this year, facilitating full time study by students both on campus and in local placement contexts, making the College accessible to a wider range of students. The College also operates a conference centre offering church week-ends away, business seminar opportunities and bed and breakfast to the tourism market.

Situated in 35 acres of stunning countryside in an area of outstanding natural beauty on the slopes of the Malvern Hills, the College has around 200 students, about half of whom live on campus. Graduating students move into a variety of careers including Christian ministry, teaching, social work, business and the arts.

## **THE ROLE**

The shop manager is responsible for leading and managing all aspects of the operation of The Sugarloaf Café & Shop. The role is the public face of Elim to the local community and it is a very important element of the role to be able to represent Elim's values and beliefs in all aspects of the shop's operations. Therefore a knowledge of, and sympathy with, the Christian faith and with the ethos of Elim, and a willingness to be fully supportive of Christian outreach activities organised by the local church and students is required.

## **DUTIES INCLUDE:**

- To lead and manage a small team of part time staff and students, ensuring they are trained in all areas of the operation and that rotas are maintained to cover the extensive shop opening hours;
- To ensure stock is ordered as required and that appropriate stock levels are maintained;
- To offer a high quality service to all types of customer such as students, Elim staff, local residents and tourists;
- Represent Elim as a positive influence on the community and which meets customer needs in an effective, friendly and engaging way;
- To manage the financial side of the operation including sales, pricing, budget management and cost control
- In liaison with HR, to recruit new staff as required;
- To serve in the shop; this includes making coffee from a barista machine and the preparation of a range of hot food;
- To undertake all management paperwork associated with the shop including timesheets and invoices;
- Checking stock input to the till system and performing a stock take at the end of financial year with regular monthly checks;
- To consider creatively, ways of generating additional income for the shop and leveraging from other activities taking place in and around the Elim campus, such as performances in the theatre;
- To be responsible for the Food Hygiene and Health and Safety standards of the shop.

**Note – Some week-end or evening working may be required, depending on the business need.**

**Note – This role involves significant amounts of standing and occasional heavy lifting.**

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualification</b>		
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• A warm engaging person who thrives on exceeding customers' expectations and providing a high quality community experience;</li> <li>• Experience of working in a busy and fast moving multi product shop or other retail environment, ideally at least at supervisory or duty manager level</li> <li>• Numerate and confident working with a range of payment forms and electronic till systems</li> </ul>	<ul style="list-style-type: none"> <li>• Barista trained coffee maker (if not, training will be provided);</li> <li>• Previous shop or other retail management experience;</li> <li>• An understanding of budgets and how to manage them</li> <li>• An understanding of how VAT applies in a retail shop operation such as this</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>• Excellent communication and negotiating skills</li> <li>• Good leadership, people development and team working skills</li> <li>• Sound judgement and decision making</li> <li>• Able to demonstrate a high level of enthusiasm, commitment and attention to detail</li> <li>• Team player, co-operate with other staff to achieve results</li> <li>• An organised planner who prepares well in advance and anticipates customer needs</li> <li>• Someone who can work well under pressure, think on their feet and cope with multiple priorities at the same time</li> <li>• Be creative in respect of how the shop is presented, the products we sell and ways of encouraging business growth and development;</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Honesty and integrity</li> <li>• Enthusiastic and with a drive to achieve</li> <li>• Excellent oral and written communication skills</li> <li>• Demonstrate drive and ambition to deliver change programmes</li> <li>• Tenacity to maintain momentum in managing a detailed and complex work environment</li> <li>• Organised, flexible, innovative and adaptable</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• To operate with a high level of autonomy, professionalism, passion and dedication to deliver timely standards with a high level of attention to detail and accuracy</li> </ul>	A knowledge of Elim and with some understanding of the Elim Ethos

**Although the role does not require the post-holder to be a Christian, it is expected that the successful candidate is able to at least understand, be sympathetic and able to represent the ethos of Elim in this public facing role.**

## **FURTHER DETAILS**

Successful candidates who will be invited for an interview will receive more information on who we are as a movement and what we do. If you would like to receive this information prior to this, please contact the HR department at [jimmy.vansanten@elimhq.net](mailto:jimmy.vansanten@elimhq.net) to request a copy of the information.

Alternatively, the information is also online on the following websites.

- Elim Movement: <https://elim.org.uk>
- Regents Theological College <https://regents-tc.ac.uk>
- Sugarloaf (page) <https://www.regents-tc.ac.uk/college-life/>

## **CONTACT**

For an informal discussion about the role and your suitability for this post, please contact:

### **Jimmy van Santen – HR Manager**

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