



Now Recruiting: General Manager (Retail)

Start Date: From August onward

Duration: Ongoing pending six month probationary period.

Responsible for: General Management of Locavore Retail Location

Hours: full time over 5 days

Rate of Pay: £24,570-£26,325 p/a, staff discount at a number of locations; and an employer contribution pension.

Location: Locavore Retail locations within Glasgow

About Us:

We're a not-for-private-profit social enterprise food business which helps build more sustainable food systems which are better for society and our environment.

We currently run a large grocery store at 349 Victoria Road on the south-side of Glasgow, a cafe in Garnethill, grow fruit and vegetables across four sites in and around Glasgow, and provide veg boxes to around 1900 households per week. Through Locavore Trading we are also a wholesaler, distributor and brand which supplies organic ambient foods and goods to retailers like us around the UK.

Locavore is a high growth business with a turnover of £3.5m in 2019-20, up from £2.6m in 2018-19, which was up from £850k in 2017-18. We expect a similar level of growth will go on for many years which creates many opportunities for the right people but does mean working at Locavore is not a static and stable environment and this doesn't suit everyone.

We have short, medium and long term plans for further growth which include opening of new locations from this Autumn. As such we are looking to recruit a General Manager for both our Victoria Road location and a new shop yet to be revealed.

Find out more:

www.glasgowlocavore.org,

www.locavoretrading.org

www.facebook.com/GlasgowLocavore

Instagram: Locavore_CIC

Twitter: @GlasgowLocavore

About this role:

As the General Manager you will be responsible for the day-to-day operations and the overall success of the location. It would be your role to lead and manage the team to achieve the best results for our customers while contributing to Locavore's wider objectives.

You'll spend a lot of your time on the shop floor identifying and prioritising tasks for the team, working alongside them, providing excellent customer service and leading the team by example. Much time will also be spent in the office planning, taking forward improvements and campaigns, ensuring compliance, and contributing to Locavore's wider retail development.

The role is customer focused and putting customer experience at the fore will be a key part of your role. We see our shop as part of the community and we want people to enjoy visiting us to shop or spend time in our cafe. We also want to impart our values and objectives on our customers through soft touch approaches that raises awareness of food sustainability issues.

The post will include working closely with the Managing Director, support team and other location managers to improve and develop our retail business through a time of great structural change and expansion. This will be the first time in many years that we have had a General Manager for a retail location and it will replace the current structure which sees the Managing Director as very part-time GM, with assistance from three Shop Coordinators who have roles akin to assistant managers.

Key Duties and Responsibilities:

- Overall responsibility for the smooth running of the shop.
- Ensuring systems are followed and standards are met and developed as required.
- Stock control and management.
- Driving sales through targeted events, promotions, social media and regular product and pricing reviews.
- Customer relations improvements focus through training, coaching, etc
- Prioritisation and delegation of tasks and responsibilities to the team, giving guidance and support.
- Monthly reporting on performance and goal setting, achieving set targets.
- Building and developing the team including recruitment, training, and regular performance reviews.
- Ensuring compliance including health and safety and retail food safety.
- Planning and implementing improvements and campaigns.
- Taking a proactive approach to maintain, improve and develop the location.
- This list is not exhaustive and as this is a new position we expect the role will develop over time with the successful candidates input.

Key Working relationships:

The post holder will have many points of contact beyond their own team which will include:

- Managing Director - You will report directly to the managing director.
- Prepared Food Manager - You will work with them to maximise sales of the Locavore prepared food offer and maintain/improve the café and deli offer.
- Other Managers - You will work with other shop managers to share best practice and develop shared strategy, standards and materials that can be used across locations. You will also be communicating with our Trading Coordinator, Vegbox Manager and Growing team as required.
- Support team - You can rely on support from members of our team including our Finance Coordinator, HR Coordinator and Graphic Designer.

Person Specification:

- Shared ethos; believes in and lives/promotes the Locavore values to all and is passionate about changing our food culture for the better.
- Retail experience in a fast paced and ever changing environment, able to react quickly in new situations.
- People management; relevant experience of leading and working collaboratively with an eclectic team, whilst retaining responsibility for final decision making.
- Ability to tackle any issues as they arise in a professional manner
- Competency in back office systems including general IT skills and EPOS systems.
- Customer Focussed; demonstrable customer service experience and passionate about providing a great service experience every time
- Standards Driven; creating and maintaining excellent retail standards to ensure a welcoming and engaging environment for customers and team
- Above all, we are looking for an enthusiastic and adaptable person with loads of energy, who is excited to support Locavore and develop with us during this exciting period of growth

How to apply:

The closing date is 8am on Monday the 20th of July.

Please submit a CV (maximum 2 pages) along with a one page cover letter outlining why you want to work with us and what you think you could bring to this role.

Applications should be by email to recruitment@glasgowlocavore.org and the subject heading should be 'Application - General Manager'.

Thanks for your interest!