



Flo's the Place in the Park Deputy Trading Manager (Refill Shop)

About Flo's

Flo's – The Place in the Park is a vibrant community hub in Florence Park, East Oxford. With our nature nursery, café, refill shop and community services and projects at our heart, we are a place for people from all walks of life to work, eat, play, learn and connect with each other. We work to sustain the local economy, reduce inequalities and support the environment. You can read more about Flo's in our impact report [online](#) or on [our website](#).

This is where you come in...

Flo's is run by and for the community - it is a vibrant place with lots going on. We run a nursery, café, refill shop, and several community projects. Flo's Trading comprises a cafe and refill shop which aims to generate important funds that contribute to our work in the community. Flo's Trading is fortunate to have received a grant towards growing our business so that we can continue to make profit for purpose and serve our community. To help develop this initiative, we are looking for a Deputy Trading Manager with a focus on our Refill Shop. The post holder will have a passion for working with volunteers, protecting the planet and will nurture our plastic free shop. They will assist in managing all of the shop's operations, facilities and team members to a high and compliant standard whilst driving Flo's purpose, living its values and ensuring the delivery of the annual budget.

Why work with Flo's?

- Opportunity to develop existing skills and gain experience in the not for profit sector
- Be part of an exciting organisation and supportive team
- Training and development opportunities
- Be part of Oxfordshire's flagship community hub
- Discount on hot drinks and meals in our community Café
- Flo's is an Oxford Living Wage Employer
- Priority on the waiting list for Flo's Nature Nursery
- Be part of the vibrant community who use and work at Flo's - including start up social enterprises, community groups, families, young professionals and more.

We encourage anyone interested in this opportunity to apply or get in touch to find out more. If you are interested in finding out more, even if you are unsure you are the right candidate, we would love to hear from you to discuss it further. Please email recruitment@flosoxford.org.uk .

We are especially keen to hear from you if you are part of the global majority, including anyone with an identity that is racialised as a minority in the UK, and also encourage applications from people with disabilities, neurodiverse candidates and those who are LGBT+. If there is any way we could make this application or opportunity more accessible for you, please tell us.

Job Title:	Deputy Trading Manager (Refill)
Place of Work:	Flo's - The Place in the Park, Rymers Lane, Oxford OX4 3JZ
Salary:	£28,652
Hours	Full time, 38 hours per week. Hours to be worked over 5 days, Tuesday - Saturday. Some evening work will be required to cover evening events; it will also be necessary to attend Trading team meetings every six weeks, and other, occasional ad-hoc meetings
No of weeks per Year:	Year round
Job Type:	Permanent
Responsible to:	Trading Manager
Leave:	28 days including bank holidays pro-rata according to days worked
Job Purpose:	Assisting in ensuring that the Café provides its customers with a great drinking, dining and social experience whilst assisting Flo's in delivering its wider social purpose
How to apply:	To apply, please send your CV (max. 2 pages) and a cover letter (max. 2 pages) to recruitment@flosoxford.org.uk by 9am on Monday 22nd July . Interviews will be held on Wednesday 24th July.
Start date:	As soon as possible

KEY RESPONSIBILITIES

Refill and Front of House

People, Place and Participation Ltd. Community Benefit Society Number: 7713
Twitter: [@flosoxford](https://twitter.com/flosoxford) Email: info@flosoxford.org.uk Facebook: facebook.com/flosoxford
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- Overseeing the operations and management of the Refill Shop on a day to day and month to month and year on year basis, and full deputising for the Trading Manager in their absence
- Be a friendly face, welcoming community members, promoting plastic free living and championing Flo's Trading community initiatives such as 'pay what you can' meals in the cafe.
- Train and develop a team of volunteers to ensure that high levels of customer service are provided at all times
- Maintain an overview of the refill shop team, stock and customer base
- Receiving deliveries (usually Tuesdays) and moving stock to appropriate storage areas.
Please note this job involves lifting heavy items of stock
- Actively engage customers in conversations and continually get feedback, behaving calmly, positively and professionally when dealing with suggestions, compliments and complaints.
- Ensure the Refill Shop, cafe and its garden are maintained to a high, clean, tidy and safe standard at all times
- Create and recommend new initiatives and stock developments to drive community engagement opportunities and new sales opportunities relating to the Refill shop and the Cafe.

Trading staff and volunteer support

- Lead the team by example, oversee volunteer recruitment, inductions, reviews, training, 1-1's and rostering
- Support volunteers, some of whom may have additional support needs or be experiencing poor mental health
- Ensure that a motivating, stimulating and supportive environment is created for volunteers to work in
- Supporting the team to progress and develop skills needed to run the refill shop on a day to day basis and supporting the co-located cafe staff team when required
- Supervise customer interactions with refill shop volunteers and ensure all customers receive the same exceptional level of service.

Management and Leadership

- Work with the Trading Manager and the Deputy Cafe Manager to create a culture of effective communication between all Flo's employees and other key stakeholders

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- Work with Flo's Business Development Coordinator to expand and grow new product ranges that will reach a wider customer base and increase sales
- Assist in the planning and delivery of team meetings, which will take place every six weeks at Flo's
- Work with the Trading Manager and wider Flo's Team to create a motivating, stimulating and energetic work environment in which employees are managed in a fair, respectful and compliant manner
- Assist the Trading Manager in delivering and preparing an annual plan of actions that will deliver the Flo's Trading community purpose, annual objectives and financial budget
- Fully deputise for the Trading Manager when required in any matters relating to the Trading and main PPP Boards.

Administration

- All cash, and credit card transactions, stock counts, cash/discrepancy management and the till systems on a daily, monthly and annual basis
- Responsible for display and communication of stock, ensuring allergen information is up to date and accessible at all times.
- Place timely and accurate orders to ensure that the shop is well stocked
- Be responsible for assisting the Trading Manager in managing all costs relating to the refill operations. Regularly review supplier prices, selling prices and benchmark against local competitors.
- Keep an accurate record of volunteer hours, training and support requirements and obtain case studies for our reporting to funders.

PERSON SPECIFICATION

Essential:

- A committed member of the Flo's Team
- Experience of supporting people who may have additional support needs or be experiencing poor mental health
- An enthusiasm for protecting the environment and reducing plastic waste
- Experience in the retail sector
- People person with engaging people management skills and excellent communication skills
- Customer and community-focused
- Ability to spot and resolve problems efficiently
- Main key holder and first response when required

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- Aligned with Flo's values
- Comply with all health and safety, fire and food safety regulations
- Any other duty deemed reasonable to assist with the smooth running of Flo's Trading or wider Flo's operation.

Desirable

- Level 2 food hygiene training
- Level 2 Allergen awareness training
- Adult safeguarding certificate
- Mental health awareness training
- Experience in the charitable sector