



Now Recruiting: Assistant Manager (Govanhill)

Start Date: From June 2023 onward

Responsible for: Supporting the manager and overseeing the daily operations of a Locavore shop: ensuring the smooth running of our shop whilst motivating your team, supporting sales and profit growth; and establishing our place within the local community.

Hours: 28-35h a week

Rate of Pay: £11.68/h, 30% staff discount at a number of locations; bike to work scheme and an employer contribution pension.

Location: Our Govanhill Branch in Glasgow; 349 Victoria Road



About Us:

We are a social enterprise which exists to build more sustainable food systems which are better for people and the planet. Our mission is to use food to build a better future and to create viable alternatives to conventional supermarkets which dominate our food systems and contribute to many big social and environmental problems that we face as a society.

We're the opposite of this and want to use food as a vehicle for social good, environmental regeneration and community wealth building. Our models have local, organic and zero waste food at the core of what we do while placing huge importance on fairness in the supply chain and our wider social and environmental impact.

We established in 2011 with a tiny shop on the south-side of Glasgow and since then have expanded and diversified into a business employing over 100 people. Our activities include:

- Running our 4 shops: Govanhill, Partick, Kirkintilloch and Edinburgh.
- Delivering local organic veg boxes to around 1300 customers from Ayr to Edinburgh with our fleet of electric vans.
- Supplying other progressive retailers, caterers and processors through our organic wholesale business Locavore Trading.
- Growing local organic vegetables and flowers at a number of market gardens which we sell through our shops, veg box scheme and wholesale service.
- Producing prepared foods in our kitchen to supply our shops with foods such as dips, bakes and food to be served within our shop cafes.
- Running projects and initiatives that forward our mission of building a sustainable food system. This includes our Good Food Fund and Community Plots.

Find out more:

www.locavore.scot and *locavorecic* on Facebook, Twitter and Instagram.



About this role:

As an Assistant Manager you will be responsible for assisting the Branch Manager with the day-to-day operations and ensuring the overall success of the shop. It will be your role to lead your team to achieve the best results for our customers and local neighborhood while contributing to Locavore's wider objectives. Responsibilities will include:

- Organise all shop operations and delegate responsibilities to your team alongside the GM
- Ensuring systems are followed and standards are met and developed as required.
- Supervise and guide team in their performance
- Stock management and control and monitoring security issues
- regular product and pricing reviews
- Control the shop's budget aiming for minimum expenditure and efficiency
- Monitor stock levels and purchases.
- Deal with complaints from customers to maintain the shop's reputation
- Inspect the areas in the shop and resolve any issues that might arise
- Plan and oversee promotional events, displays etc
- Keep abreast of market trends to determine the need for improvements in the shop
- Analyze sales and revenue reports in line with KPI's
- Ensure the shop fulfills all legal health and safety guidelines
- Building and developing the team including recruitment, training, and regular performance reviews.
- Taking a proactive approach to maintain, improve and develop the shop
- COntributing to social media activity.
- Responsibility for the shop in the GMs absence

This is a hands-on, on the shop floor role and you'll spend most of your time on the shop floor working alongside your team to ensure a great customer experience every time. You will also work closely with the branch managers and may contribute to cross-location projects.

Person Specification:

- Shared ethos: buoys into the Locavore ethos and what we are trying to do.
- Proven experience in a fast paced retail environment
- Knowledge of retail management best practices
- Outstanding communication and interpersonal abilities
- Excellent organizing and leadership skills, able to work collaboratively with the team whilst retaining decision making responsibility
- Experience of working with retail management software and back office systems.



- Passionate about providing a great customer service experience every time
- Ability to create and maintain excellent retail standards ensuring a welcoming environment

Above all, we are looking for an enthusiastic and adaptable person with loads of energy, who is excited to support Locavore and develop alongside us.

How to apply:

The closing date is 8am on Tuesday the 6th of June. Please apply via our [website](#), uploading a CV and a covering letter outlining why you want to work with Locavore and what you think you could bring to this role.

Thanks for your interest!

