

WORLD MISSION AGENCY-WINNERS CHAPEL INTERNATIONAL

BOOKSHOP MANAGER

RESPONSIBLE TO: THE ASSISTANT RESIDENT PASTOR

MAIN PURPOSE OF JOB:

Responsible for the Management of World Mission Agency – Winners Chapel International (WMA-WCI) bookshops across Mission to Europe. The post holder will be responsible for the strategic planning, effective and efficient operations of the bookshops across Europe

MAIN RESPONSIBILITIES:

1. Responsible for the strategic planning, effective and efficient operations of the bookshops across Europe
2. Ensure adequate control for the ordering, pricing, management and control of bookshop stock.
3. Manage the distribution of the DPH materials to all the stations
4. Ensure that the bookshops operate in a manner that will facilitate the achievement of targets within the constraints of financial budgets.
5. Ensure up to date record of stock in all the stations
6. Ensure that all bookshop staff provide excellent service to customers.
7. Ensure that all bookshop sales (instore/online/telephone) are accounted for from point of sale through to banking and accounting records, and any returns / refunds are appropriately accounted for.
8. Develop policy and procedural manual for all bookshop operations across Europe
9. Develop and maintain control of the bookstores/warehouse and keep detailed record
10. Ensure the accounts of all the stations are reconciled (invoices, stock and account balances)
11. Anticipate future needs of the bookshops and effectively plan to meet these needs.
12. Ensure that all the bookshops run efficiently on a day-to-day basis within the policies and objectives of WMA-WCI
13. Play an 'up front' role in the operation of the shop ensuring highest standards of customer care and take an active role in the selling function.
14. Seek, plan and participate in special events whether organised locally or centrally.
15. Control the buying and goods received functions of the shop. Meet only with approved supplier representatives. Implement all central promotions.
16. Be involved with the recruitment, induction, training, development and staff appraisals.
17. Be aware of the Manager's responsibilities under the WMA-WCI Health and Safety policy including Fire Safety and ensure all legal requirements in these areas are met.

18. Be responsible for the security, cleanliness and general appearance of bookshop. Take control in any emergencies, taking any immediate action necessary, followed by prescribed reporting procedures.
19. Ensure that WMA-WCI cash handling procedures are carefully followed and any irregularities are investigated and reported immediately.
20. Implement the WMA-WCI Policies and procedures as it pertains to the bookshop operations.
21. Coordinate day to day activities and the operations of the bookshops
22. Ensure that the bookshop tills are maximally utilised to derive value for money
23. Keep the Assistant Resident Pastor informed on all matters affecting the bookshop and provide monthly written reports in the prescribed timescales and formats

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall objectives of the company.

Person Specification:

Criteria	Standard	Essential/Desirable	Measurement
Work Experience	At least 2 years hands on administrative/bookshop operations experience	Essential	Application Form & Interview
	Experience of developing and managing budgets	Desirable	Application Form & Interview
	Ability to work independently on own initiative and also to contribute as part of a team	Essential	Application Form & Interview
	Ability to work under pressure, prioritise workload to manage competing tasks and meet strict deadlines	Essential	Application Form & Interview
	Ability to communicate effectively in person, in writing and over the telephone	Essential	Application Form & Interview
	Ability to work responsibly in dealing with confidential/sensitive information	Essential	Application Form & Interview
	Evidence of "making a difference" in the improvement of work standards	Essential	Application Form & Interview
Knowledge	A relevant First Degree or equivalent qualification	Essential	Application Form
	At least LCC level of WOFBI	Essential	Application Form
	Awareness of health and safety requirements	Essential	Application Form & Interview
Skills	Excellent working knowledge of Microsoft Excel & Word including a good understanding of new technologies and developments that are relevant to this role	Essential	Application Form, Interview & Test
	Demonstrable Planning and organisation Skills	Essential	Application Form & Test

	Financial Planning and Negotiating Skills with the ability to manage a budget	Essential	Application Form & Test
	Ability to work effectively both in collaboration with other professionals/teams and also on own initiative	Essential	Application Form & Interview
	Strong organisational/Time Management skills/ Ability to prioritise and organise own workload / able to work to deadlines	Essential	Application Form & Interview
	Excellent interpersonal skills	Essential	Application Form & Interview
	Good numeracy skills, accuracy skills and attention to details	Essential	Application Form, Interview & Test
Attitudes	A self-motivated and purpose driven individual with a positive 'can do' approach to work	Essential	Application Form, & Interview
	Demonstrable passion and commitment to creating an outstanding service to customers and colleagues	Essential	Application Form, & Interview
	Willingness and ability to be flexible	Essential	Interview
	Strong sense of integrity and personal commitment to World Mission Agency's mission "liberating men from all oppressions of the devil"	Essential	Application Form & Interview