

# Bookshop Team Leader

<b>Team</b>	Social Giving and Retail
<b>Reports to</b>	Regional Manager
<b>Grade</b>	3
<b>Weekly hours</b>	28 hours (0.8 FTE)



## Amnesty International UK (AIUK)

Our aim is simple: an end to human rights abuses. Independent, international, and influential, we campaign for justice, fairness, freedom and truth wherever they are denied. Already our network of over seven million people is making a difference in almost every country in the world. Whether we are applying pressure through powerful research or direct lobbying, mass demonstrations or online campaigning, we are all inspired by hope for a better world. One where human rights are enjoyed by all.

## Retail Team

Our team runs the 10 Amnesty Bookshops dotted around the UK and sells second-hand books online. Through the sale of second-hand books and gift products, our amazing team, supported by 100's of volunteers, raises vital money to support Amnesty International's work. Our bookshops provide community spaces where you will find a warm welcome and good value books - whilst supporting a great cause.

## Bookshop Team Leader

As Bookshop Team Leader, Cambridge you will be responsible for all aspects of the Amnesty Bookshop on Mill Road in Cambridge, ensuring that it is consistently inviting to customers, well-stocked, well-staffed and safe. Accountable for the shop performance, you will work closely with the Regional Manager, to seek ways to grow sales and profit, reach a wider audience, and make the shop even more successful.

## **The Bookshop Team Leader will**

### **Big Picture**

- Manage all elements of the shop activities, to maximise profitability and meet the shop's financial targets.
- Look for ways to develop activities inside the shop and in the community, to deliver increased sales – by making commercial plans and taking the initiative.
- Ensure that the bookshop is a safe, happy and attractive place for volunteers and customers to work and browse.

### **The day to day**

- Continually develop the shop volunteer team, for which you are the primary contact - recruiting, guiding and inspiring the 20+ strong team.
- Organise the shop donations to ensure that we maximise the value of them – choosing the best selling method, pricing effectively, and managing stockturn.
- Create enticing displays, support bookshop promotions, and constantly review the shop layout, to keep the shop interesting and relevant, and to maximise sales.
- Put in place systems and procedures to ensure the shop is safe and well organised, including robust cash handling and health + safety procedures.
- Deal with problems and challenges as they arise, calmly and positively.
- Use social media channels to promote the activities of the shop and create a sense of community

### **Other**

- Promote Amnesty's campaigns and human rights work in the bookshop and create strong links with the local community and local Amnesty group.
- Work with local businesses and organisations to find ways to increase sales and generate donations.
- Be the main point of contact for contractors who have been organised to do work in the shop, overseeing their activities.

### **Managing the AIUK way**

- Management responsibility for the Cambridge bookshop volunteers.
- Create a healthy and positive culture in your team, through role modelling in line with our commitments.

### **All colleagues**

- Contribute positively to the organisations aims of diversity and inclusion.
- Look after the health, safety and welfare of self and all around you.
- Take on other reasonable duties as appropriate in line with your skills, knowledge abilities and experience.

## What We're Looking For

**AIUK**

**Commitme**

**nts**

### **Communication**

Listen to others and communicate in a respectful, clear, open and inclusive way. Give constructive feedback and be open to others giving feedback.

### **Collaboration**

Seek to build effective working relationships. Contribute expertise, learn from others and encourage others to do the same.

### **Consideration**

Guided by values and strategic priorities, manage time and workload with respect to the time and workload of others. Be fair and consistent in decision making and dealings with others.

### **Change**

Innovate and improve the way things are done. Make time to increase knowledge and skills and guide others to do the same.

**You**

**already**

**have these**

**skills and**

**knowledge**

### **Experience**

Experience of working in a fast-paced environment, juggling a very busy and varied workload.

Working autonomously, managing your time effectively and making sound decisions quickly.

Recruiting, managing and training of staff and or volunteers.

Working to and being responsible for performance targets.

Responsibility for the development of and maintaining of procedures and processes in a work setting.

### **Knowledge**

Understanding of health + safety requirements in the workplace and the ability to manage a safe working environment.

A good understanding of books and internet selling.

Knowledge of and feeling confident with systems, such as email, excel, internet selling software, and general till systems.

Knowledge of Equality and Diversity.

## **Skills**

Excellent communication skills.

Ability to work as part of a team and to lead teams, motivating others and delegating effectively.

Ability to work to targets, evaluate results, and keep accurate financial records.

Resilience, being able to deal with problems quickly and confidently.

Managing time effectively, prioritising well.

Commercial awareness and the ability to make the most of opportunities.

Great customer service skills.

Ability to put in place systems and work to procedures.

Flexibility, including giving support outside core working hours.

**You may  
also have**

## **Experience**

Work experience within retail, charity retail or book related role.

Experience of selling online.

Work experience of using social media channels to support a business.

Event management.

Experience running meetings.

## **Knowledge**

Awareness of the aims and work of Amnesty International.

Knowledge of cash handling in a shop environment.

Good knowledge of the local area.

## **Skills**

Display skills – visual merchandising.

Social media skills – Instagram and Facebook posting to support a business or enterprise.

Builds successful relationships within and across teams.