

illuminate trust

Illuminate Christian Bookshop

Deputy Business Manager.

Illuminate is the largest Christian Bookshop in Shropshire and the Welsh Marches and is seeking a person who is passionate about the role that Bookshops can play in helping Christians to grow and bring people to Christ.

We have been given the opportunity to appoint a Deputy Business Manager with specific responsibilities for communication, marketing and fund raising to help us develop our work.

The post is based in Shrewsbury and the Deputy Business Manager will work alongside our current Business Manager and small team of part time staff and volunteers.

It is a fixed-term part-time post (0.8) for two years with the possibility of an extension, depending on the benefits achieved through the term of the contract.

Please download a full job description for the post, together with other information about Illuminate from our web site - <https://illuminatebooks.org.uk/>

Application is through the submission of a CV and letter of application.

If you want to talk about the role then please contact either the current Business Manager, Christine Coleman (christine@illuminatebooks.org.uk) or one of the Board members, Dr James Hindson (james_hindson@yahoo.co.uk) to arrange a chat.

Illuminate, 18 Wyle Cop, Shrewsbury, SY1 1XB. Telephone 01743 233657
Illuminate is an Industrial and Provident Society that operates as a Charity.



Job description - Post of Deputy Business Manager

Post Title

Deputy Business Manager

Reporting to

The Business Manager

Location

Illuminate, 18 Wyle Cop, Shrewsbury SY1 1XB and other locations as required such as special events.

Hours

This is a part time 0.8 post based on 40 hours a week pro rata.

The post will require working for three Saturdays, out of four, in a shop management role, and occasional Sundays promoting the work of Illuminate in local Churches.

Salary

0.8 of the full-time salary of £20,010.

Summary of the role

To support the Business Manager of Illuminate and with a specific responsibility for developing communication and marketing.

Specific Responsibilities

- a. Improving Illuminate's communication with members, Churches and other outside bodies and people and in particular, improving Illuminate's on-line presence
- b. Improving the customer experience both in the shop and online
- c. Improving the income of Illuminate both through sales and fund raising
- d. Further developing Illuminate's purpose to be a 'Light on the High Street' in promoting the Christian faith in word and action.

Deputy Business Managers responsibilities

The Deputy Manager will be expected to support the Business Manager in

- a. Implementing the Board's strategy for Illuminate
- b. Managing the day to day running of Illuminate
- c. Managing staff and volunteers
- d. The standard duties of retail work
- e. Budget and financial management
- f. Cash handling and financial record keeping

- g. Stock policy
- h. Managing Account orders
- i. Event management
- j. Problem solving
- k. Building management and security.

Person specification

Essential skills

- a. Committed Christian with a strong customer focus and desire to grow God's Kingdom
- b. Experience of communication, marketing and fund raising
- c. Creative skills
- d. Enjoys reading Christian and other Books
- e. Experience of managing people and an ability to train staff and monitor staff and volunteers
- f. Enthusiasm for marketing and promotion of God's work through the work of a local bookshop
- g. Comfortable with being a hands-on retailer; friendly, efficient and professional in dealing with customers, other organisations and people.
- h. Well organized, patient and willing to learn
- i. Able to work using their own initiative
- j. High level of computer literacy and familiarity with computerized stock control and EPOS systems
- k. Full valid driving licence.

Desirable skills

- a. Experience of book retailing
- b. Have experience in using Quick Books.

Training can be provided in areas that the successful candidate needs to develop to undertake the role.

Genuine occupational requirement

Illuminate exists to provide a service to local Christians and promote the Christian faith and therefore there is a genuine occupational requirement for the person to be a practising Christian.

Application process

If you want to talk about the role then please contact either the current Business Manager, Christine Coleman (christine@illuminatebooks.org.uk) or one of the Board members, Dr James Hindson (james_hindson@yahoo.co.uk) to arrange a chat.

Please email your CV and a letter of application to cv@illuminatebooks.org.uk

Your letter of application should include a personal statement, about how you meet the requirements specified in the job description and should consist of no more than 1000 words. Your application should also give the names and contact details of two referees, one of which must be a Senior leader in your Church.

The closing date for applications is 30th September

Interviews will be held during the first half of October

Start Date – as soon as possible but can be negotiated depending on circumstances

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Illuminate

Our current situation and background to the post

Illuminate is a longstanding Christian Bookshop in the centre of Shrewsbury with the mission of being a Light of the High Street.

The business was started by a wonderful Christian lady and then when she retired, taken over by another couple of local Christians who also started a coffee shop alongside the bookshop.

Unfortunately, the shop hit financial problems and faced closure. At that point a group of Christians got together to save the shop and managed to raise around £50000 in the space of just over month through selling shares. That was enough to buy out the owners and set the shop up as an Industrial and Provident Society (essentially a Charity).

That was ten years ago and over this period the shop has had its ups and downs largely mirroring the fortunes of the retail trade generally. The Coffee shop has gone - it wasn't making money – and the space replaced with a large selection of second hand books – which do generate income! We are thankful to God that despite all the changes in the bookselling world, we are still here and in financial terms, we just about break even each year.

Illuminate occupies a largely medieval building on one of the older streets of Shrewsbury. The ground floor is the main sales area and also has a small office. Upstairs there is small shared kitchen and toilet and the second hand book area. Illuminate shares the premises with Shrewsbury Youth for Christ and a Christian Financial Advice service who have offices on the top floor.

In terms of current staffing we have one hugely experienced Business Manager working four days a week, supported by another paid member of staff working two days a week and two other paid staff working one day a week. Volunteers also help out in the shop on both a regular and day to day basis.

Illuminate has just over 300 shareholders who elect the Board of the Trust. The overall strategy for the Business is overseen by a Board of Trustees that meet regularly.

Why a Deputy Business Manager?

During COVID God was good and Illuminate was supported both through the furlough scheme and a number of business grants which have left us with what is for us, a healthy bank balance. After prayer and discussion, the Board decided to invest some of this in a Deputy Business Manager for three reasons.

The first is to provide some resilience for the business. The current Business Manager has a heavy workload and responsibility which needs to be shared.

Secondly for sustainability. Again, the current Business Manager is as she said 'not getting any younger' and would aim to retire in 2-5 years. If successful, we would expect that the Deputy Manager to take on the role of Business Manager.

Thirdly, we are looking to develop areas of the business which, because of lack of staff time, we have not really been able to do. This involves communicating with members and Churches, marketing

and fund raising. We are hugely conscious that the retail world is changing and whilst we firmly believe that Illuminate has a role we are also aware that the way we meet the needs of Christians and act as a Light on the High Street will need to change. We are looking for someone with Christian vision and passion to help us navigate that change.

Shrewsbury

Shrewsbury is a delightful medium sized and growing town with a population of over 75000. It is a medieval settlement with a historic centre including a Guildhall, Castle and a large number of listed buildings. It is the county town of Shropshire and has a large hospital, growing University, theatre and the usual range of sporting and leisure facilities including a bottom half of the league, League One football team!! There is a wide range of schools and an excellent Sixth Form College. There are also a variety of housing options and currently there is a new housing boom in the town.

In terms of Churches there is also a wide choice of evangelical Churches including a number of evangelical Anglican Churches, a Baptist Church and Barnabas Community Church.

If you would like to chat before making an application, please do contact James Hindson in the evenings on 01743 872875. James is Secretary to the Board.