

JOB DESCRIPTION

Job Title:	Craft Barn Leader (Saxon Hill Academy)
Grade:	7
Salary:	SCP 24 – SCP 28
Conditions of Service:	Support Staff Contract of Employment
Responsible to:	Principal

Statement of Purpose

The Craft Barn Leader is responsible for the successful operation of the Craft Barn workshop and retail outlet off the main school's site, working closely with school employees to support students in various roles within the craft barn.

Responsibilities:

- The management and compliance of materials and items received through donations in line with Academy and statutory requirements.
- Managing the day-to-day operations, in the workshop and retail outlet ensuring exceptional customer service is provided.
- Stock control and the rotation of stock.
- Coordinating volunteer rotas ensuring shifts are all covered in retail outlet.
- Monitoring of quality goods being sold.
- The security of the Craft Barn and the opening and closing of the Craft Barn.
- Ensuring the premises inside and outside are clean, in good repair and compliant in line with Health & Safety legislations.
- Monitoring and maintaining equipment, liaising with the Academy Business Team Manager to report defects of equipment.
- Record keeping in relation to stock and equipment.
- To act as a liaison between the Craft Barn and academy, communicating relevant information when needed.
- To act as a liaison between the Craft Barn and Chasewater managers, communicating relevant information when needed and reporting back to the academy as necessary.
- Supporting the development and implementation of the Craft Barn policies and procedures.
- Leading and supervising volunteers.
- Training of volunteers to high standards in line with current Health & Safety, Safeguarding and Keeping Children Safe in Education (KCSIE) legislation.
- Support with the onboarding of volunteers including the completion of application forms, references obtained and liaising with the academy HR Officer to ensure DBS checks are undertaken.

- Monitoring of annual refresher e-learning.
- Review and manage customer expectations.
- Review and manage Health & Safety.
- Liaise with the academy Business Team Manager on a regular basis in relation to the business.
- Highlighting and liaising with the academy Business Team Manager in relation to issues with Health and Safety, Gas Safety and Electrical Safety
- Monitor customer satisfaction through surveys and feedback.
- Conduct regular team meetings/updates with volunteers.
- Work with students from school on work experience placement to promote progress.
- Work with colleagues from school to coach and train students the necessary skills to work in a workshop/ retail environment, service customers and ensure they meet the standards.
- Work with colleagues from school.
- Saturday working.

Finance

- Oversee the collection of cash and card payments, including reconciliation of the till including cashing up on a daily basis.
- To investigate financial discrepancies including till shortages in line with financial regulations
- Reporting of weekly retail income in excel spreadsheet format on a weekly basis to the academy finance team and Business Team Manager.
- Responsible for maximising the full potential of the Craft Barn, such as profitability, quality and value for money.

Note

The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.

Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP/I/ASS
	Qualifications & Training <ul style="list-style-type: none"> • NVQ Level 3 Teaching Assistant? • Knowledge if development and training opportunities. 	APP/I
	Experience <ul style="list-style-type: none"> • Supervisory Experience, with some knowledge of retail and arts and crafts • Have basic financial/commercial understanding. • Hands on management style • Experience of working with children with specific needs or in a similar environment. 	APP/I
	Knowledge/Skills <ul style="list-style-type: none"> • Good communication skills • Good written skills • Ability to work constructively as part of a team and on own initiative. • Ability to relate well to children and adults. • Have a flexible approach to work. • Methodical and organised • Ability to cope with lifting. 	APP/I
	Behavioural Attributes <ul style="list-style-type: none"> • Customer focused. • Have a professional and respectful approach, which demonstrates support and shows mutual respect. • Can demonstrate active listening skills. • Takes responsibility and accountability. • Committed to pupils, parents and stakeholders. • Demonstrates a positive attitude, suggesting solutions, participating, trusting and encouraging other and achieving expectation. 	

	<ul style="list-style-type: none"> • Committed to the provision and improvement of a quality service provision. • Adaptable to change. • Enthusiastic and decisive • Communicates effectively. • Learns from experience and challenges. • Committed to continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	
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MEASURED BY KEY:

APP = Application form ASS = Assessment activities I = Formal interview

In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

JC 30/04/2024

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.