

ANY AMOUNT OF BOOKS

The Charing Cross Road Bookshop
56 Charing Cross Road, London, WC2H 0QA
www.anyamountofbooks.com



Deputy Bookshop Manager at Any Amount of Books.

We are a general secondhand bookshop in the classic tradition, one of the few in central London. We sell a wide range of good quality general secondhand books, ranging from the £1.50 clearance bargains in barrows outside the shop, to collectable rare and antiquarian books for £1000+ pounds.

Our customers are readers, collectors, book dealers, Londoners, visitors and tourists. We have many regular loyal customers. We also sell online and ship books across the world. We are well known for our good turnover of stock, reasonable prices, friendly and informed staff.

We take bookselling seriously and expect those working for us to do the same.

What we are looking for:

We are recruiting for a Deputy Manager to support the two bookshop directors in the smooth day to day running of the bookshop, and to support, encourage and manage our team of booksellers (the current team is 7 booksellers, all part time), and to ensure consistent quality is maintained in the shop, to maximise sales in the bookshop and online.

The role will suit someone who has, or wants, a career in bookselling. In order to work effectively for us and for the job to be fulfilling for you, you will need to have the following attributes:

Essential:

- Prior experience of working in a bookshop at a senior level.
- Prior experience of managing or supervising other staff in a workplace setting.
- A genuine enquiring interest in a wide range of secondhand and rare books.
- Excellent clear communication skills, written and verbal.
- A high standard of literacy
- A pro-active approach to work.
- A willingness to take on a wide range of tasks.
- Excellent attention to detail, and to really care about how a bookshop looks and functions.
- Excellent numeracy skills, experience of cash handling.
- Confidence in using computers.
- The ability and interest to work well with others as part of a small team.
- The ability to comfortably lift and carry boxes of books.

Desirable:

- Prior experience in working with second-hand or rare books.
- Some prior experience of cataloguing books or of using a database.
- Some prior experience of using excel and databases.

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What we offer you:

- A starting wage for this role of £30,160 to £33,280 per annum depending on your skills and experience (pro-rata for part time).

Note: We are very open to part time applications from the right candidates. Please ask us if you have any questions about this, as we can be flexible to ensure we get the best person for the role. Given the scope of the role, it is unlikely to be viable on less than 3.5 - 4 days a week /28- 32 hours per week. It is essential that you can work Saturdays. Due to the nature of the role, working from home remotely is not an option.

- The opportunity to extend your knowledge of rare books and secondhand bookselling, including training to research prices, catalogue books, pricing and eventually buying books.
- A relaxed friendly work environment with a small team, casual dress.
- Working within an established and respected bookshop.
- 1/3 off all personal book purchases (after completion of the probationary period).
- 5.6 weeks annual leave (pro rata for part time staff).
- Contributory workplace pension.

General expectations:

Focus and detail are important, in this role you may well get called away from one job to help sort out another. You will need to be responsive and adaptive to change.

You should be aware of what is happening around you in the shop at all times, and to be proactive in responding to customer queries, staff requests for support, and picking up areas that you see are not being dealt with.

There are always things to do in the shop, sometimes these are not always obvious, and we need you to take a lead in supporting and guiding others to ensure the shop is always looking its best and that new stock gets onto shelves and the window is refreshed.

You should be aware of the books we have in stock on the shelves – it would be impossible to know every book, but by continuing to tidy and sort sections and put books out, you should become familiar with what is in each section; there is an expectation that by applying for this position you will be interested in the range of books in the shop, and maintain and promote that interest to others, to help us in this by taking a lead in promoting and maintaining a culture of engagement with the books to all staff in the shop.

The bookshop day can fluctuate between very busy and very quiet and we need you to be able to cope easily with the pace when it is very busy, and not be phased or stressed at these points.

We also need someone who can take advantage of the quiet periods and ensure staff are using these periods for getting things done.

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Physical requirements:

- The job involves being on your feet a lot of the day – when working in the bookshop, at our storage sites or at off-site locations when packing and collecting books.
- There is bending down to pack / unpack boxes of books and reaching up to shelves and using library kick stools and stepladders.
- You will be required to help lift and carry boxes of books into the shop and up and down stairs regularly, at our shop and storage sites, including moving boxes on a trolley from our most local storage to the shop (a 12-minute walk).
- When out book buying you will be packing books and helping to load these in and out of houses and vans.
- There are wheeled trolleys of books which need to be put out and brought in from the street each day (the entrance to shop is step free).
- The day can sometimes involve starting at one location, going to more than one location to collect books, and then back to the bookshop. Travel across London is by public transport, and we use taxis and couriers to transport books to the shop and from book buys. Travel between locations is reimbursed.

Management of staff:

Overall HR responsibility and formal line management sits with the Operations Director, but a key part of this role is supporting the Bookshop Director and Operations Director in the smooth day to day running of the bookshop and helping manage staff so that they are able to carry out their roles effectively and to the best of their ability.

You will be the initial support to other staff with any enquiries they may have, and you will need to be confident in approach and communication to ensure staff are properly following set daily procedures and guidelines, and meeting our clearly communicated expectations, and where this isn't happening to support the Directors in ensuring procedures are being followed and expectations met.

The Directors will support you in this but cannot be in the shop at all times, hence this being one of the key responsibilities and elements of your role. An ability to communicate clearly to the Directors and to all colleagues is very important.

For periods when the Directors are on leave there will be an element of managing sickness and emergency leave cover, but it is not expected that this will be a major part of the role, and there are well organised structures in place to help this function well.

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Pricing books:

You will support the Bookshop Director in the pricing of books for the shop. This requires a good understanding of secondhand / rare book values, and an ability to absorb knowledge. This does not necessarily entail prior direct experience of working in a secondhand / rare bookshop environment, but we would expect the candidate to have some solid experience of other secondhand / rare bookshops, and an awareness of a wide range of book values in order to handle this aspect of the role with confidence.

This aspect of the role will be supported with in house training from the Director, and it will be developed over time.

You will need to be open to learning our approach to pricing and valuing stock for the context in which our bookshop operates.

You will also need to have a desire to learn, to challenge yourself and accumulate knowledge in this area outside of the immediate bookshop environment.

Some pricing is done in the shop itself, but the majority of books are priced off site at our storage locations.

Collection of books: logistics following buying of stock:

You will support the Bookshop Director when she is buying books and with the practical arrangements around collecting books that have been bought for the shop. This involves hands-on packing books and carrying boxes, logistics of arranging boxes, booking couriers for collection, from sellers address to our storages, arranging staff to help where required and communicating and liaising with a wide range of sellers for a smooth operation and to maintain our good reputation in this field.

Training and support will be given on this, you will need to be well organised, able to respond calmly when things do not go as planned, and happy to be very hands on with packing and carrying a lot of books.

There is scope for developing this aspect of the role further into the future to valuing and buying, but at this stage this is an essential supportive practical role to free up the Director's time in the collection of books that have been bought.

Cashing up / Banking

Excellent numeracy is required for this role.

You will compile and bank the shop takings weekly, and using simple existing systems send a weekly report of this to the Operations Director and Accounts officer, reporting any variances or areas of concern.

You will be responsible for ensuring the bookshop is always well stocked with coins / change needed for the till.

You will maintain and update petty cash records.

You will prepare cash for the Bookshop Director as required for any book buys that require cash.

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Housekeeping, H+S, Supplies

You will be responsible for ensuring the bookshop is always well stocked with essential supplies of cleaning, kitchen, stationery, book care, book bags and till essentials. You will conduct regular simple H+S checks and report any issues to the Director.

You will ensure the weekly / daily cleaning is maintained, and step in where staff are unavailable. You will monitor the temperature and air quality within the shop and adjust air purifiers, heaters and ventilation as required and help maintain awareness among staff of the need to keep the shop well ventilated and at a reasonable temperature.

Cataloguing books:

We sell online as well as in the shop, and we catalogue and list books for sale on various portals: currently Biblio.com and Abebooks.com. We have several staff trained to catalogue, photograph and list books for sale onto our database.

This is an area we would assume you can take to quickly with appropriate training.

It requires excellent attention to detail, an understanding of the various terms used to describe secondhand books and their condition, an ease and confidence around databases and computers, as well as the ability to work at a good pace while maintaining accuracy.

In this role we would expect you to be monitoring the work of other staff cataloguing, and to help support and manage them in this process as required. An excellent level of literacy is required in this role.

Online Sales – processing and posting sold books

As books are sold online, the orders need to be processed, packed and posted. This is an area of work currently being managed by the two members of the team, overseen by the Operations Director.

You will need to have a thorough understanding of the various processes involved and we will need you to support other staff carrying out this role.

An element of this is communicating with buyers on queries, checking for books that may not be as described in terms of condition, and helping ensure that a clear workflow is maintained to keep orders on track in a timely manner, and also ensure our quality control and excellent customer service in this area is maintained.

Full induction and training on this aspect of the role will be given.

This area of work requires excellent attention to detail, and strong clear communication with other members of the team including the Operations Director.

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Context: What is the working day in the bookshop like:

The shop is open to the public Monday to Saturday 11.30am to 7.30pm and on Sundays from 11.30 to 6.30pm. The normal working day for most staff is from 10.30am to 7.30pm, (11.00am to 6.30pm on Sundays)

Your hours may differ from the above. It is expected that you will be at the shop ready to start your day in good time and be prepared to stay a little bit after closing time to lock up etc when needed. You will help maintain an existing culture of excellent timekeeping.

We always have a minimum of two staff (usually three) in the shop at any time. One member of staff is based near the till, and the other out in the main body of the shop. It is very important that a visible active staff presence in the main body of the shop is maintained, and we expect you to take a lead in this.

Staff organise amongst themselves who is based where and when they swap over, but we may need you to take a lead in ensuring this doesn't get in the way of dedicated pieces of work such as sections being reorganised, inventory checks or other day to day activity.

A third member of staff is in the shop at least from opening time through to 4.00pm (more usually to 7.30pm) to provide cover for lunch and other breaks, so there is never a point where any one staff member is on their own in the shop. At times you may be part of the 3 staff in the shop to ensure there is adequate cover.

There are always tasks to be done in the shop and while we expect all staff to be pro-active, you will take a strong lead in sorting sections, putting books out, checking the window displays, and ensure this is done to the standards we require. You will lead by example.

During the day bookshop staff will be covering a range of duties, which include:

- *Preparing and opening up the shop, putting out barrows of books outside.*
- *Refreshing window displays, restocking shelves with new arrivals, sorting, tidying and alphabetising sections.*
- *Putting book protector sleeves on books.*
- *Helping to carry boxes of books in and out of the shop, and up and down stairs.*
- *Being on the shop floor to help customers and to monitor what is going on in the shop.*
- *Using the till and taking cash and card payments, recording larger sales in a ledger, cashing up at the end of the day.*
- *Taking customer enquiries over the phone.*
- *Some pricing and some research of books.*
- *Updating management with messages as required.*
- *Light clean of shop at start of day, washing up teacups, putting out recycling and rubbish.*

Some of these you will help with, some will be delegated. It will differ from day to day. It is a small team, and we expect everyone to help with all areas of work, and the oversight aspect of your role will be crucial in ensuring this happens on a day-to-day basis.