

iona
community



Work with the Iona Community

*Transforming lives to
change the world.*



Iona Community

Role title: Shop Assistant

Reporting to: Shop Management Team

Salary band: As non-residential island based post: salaried position at salary band B - £22,932 (Pro Rata)

Type of contract: 6 Month Fixed Term commencing 1st April 2025, with option of extension for 1 month by mutual agreement.

Place of work: Isle of Iona

Hours of work: 21 hours per week (3 Days);

Annual Leave 37 days for full-time staff. Pro-rata for part-time staff. Holiday/Annual Leave Entitlement runs from 1 January to 31 December each year and is inclusive of Public Holidays

Pension Membership of the National Employment Savings Trust

Date of this version February 2025



Iona Community Trading CIC - Job Description

Overview of the organisation

The Iona Community Trading C.I.C. is the trading arm of the Iona Community which is an international, ecumenical Christian movement working for justice and peace, the rebuilding of community and the renewal of worship.

Our Community was founded in Glasgow, Scotland in 1938 by Rev George MacLeod, a visionary and social reformer.

The Trading Company runs two separate businesses, a shop on the Island of Iona and small Christian publishing company called Wild Goose Publications.

The Iona Community Shop on Iona is located across the road from Iona Abbey. It sells a wide range of books that include the Iona Abbey Worship Book, Wild Goose Publications (and music), Scottish history, geography and literature, and children's books, along with locally hand-crafted gifts, Celtic jewellery, sacramental items, pilgrimage guides, clothing, maps and cards. The books, crafts and other products reflect the Iona Community's fair trade and local trade ethos. The shop takes great care to source its products as much as is possible from a range of small locally run businesses and fair-trade organisations.

The shop also sells hot and cold drinks, snacks and the famous Iona Abbey bread and home-baking.

The shop has an annual turnover of between £275,000 and £300,000. All profits benefit the work of The Iona Community on Iona, Mull and further afield.

Job Description

The Iona Community's Shop serves thousands of day visitors each year, as well as the hundreds of guests who come to stay on Iona. This fast-paced environment is an invaluable point of contact for The Iona Community with visitors, Abbey guests and islanders as well as being an important source of revenue for The Iona Community's work.

The shop is the most visible public face of The Iona Community on Iona and offers an ethical approach to retail. This is achieved by selling books and other products that reflect the values of the Community and pro-actively seeking to source those products from local and other family businesses as well as reputable Fairtrade organisations .



Main responsibilities

The Shop Assistant will:

- Assist the day to day running of the shop, working closely with volunteers and staff.
- Offer a high standard of customer service and welcome.
- Ensure stock deliveries are received correctly, counted, recorded and passed to Manager/Assistant Manager for receipt.
- Ensure stock deliveries are put away in a timely and organised fashion.
- Ensure stock levels are maintained, displays rotated and refreshed.
- Ensure correct pricing and labelling of products.
- Assist with daily/weekly cleaning tasks as part of the team.
- Maintain a safe environment in the shop for customers, visitors, staff and volunteers.
- Serve customers and have full knowledge of how the Square retail system works.
- Assist with end of day cashing up.

Supervision and Budget responsibility

- Supervision of Volunteer Shop Assistants

Communications with:

- Customers
- Colleagues
- Members of the Iona Community

Key Relationships

Internal:

- Shop Manager
- Assistant Manager
- Volunteers
- Iona Community Staff

External

- Customers



Person Specification

Experience in retail and customer service.	Essential
Experience in cash handling.	Essential
The ability to work under pressure in a busy working environment.	Essential
Good IT skills covering Word, Excel and emails and, ideally Office 365 and Electronic Point Of Sale (EPOS).	Essential
An understanding of and support for the work and values of the Iona Community.	Essential
Proven ability to identify new products and assess product success.	Desirable
Creative problem-solving abilities to overcome challenges.	Desirable





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How to apply



Shop Assistant

Closing date: 23:59 on Wednesday 19th March 2025

Anticipated start date: 1st April 2025

Please apply by email [using the application form](#) to outline your experience and suitability for the role.

Email: icrecruitment@iona.org.uk