



Main Duties and Responsibilities:

Retail Team Leader

The Retail stock controller will be responsible for the retail operation and also maintaining the supply and demand of inventory ensuring that there are adequate stocks available to purchase, reflected accurately in the stock file. Organising the dispatch of E commerce orders.

Role family: Operations and Visitor Experience

Line Manager: Operations Manager

Management / Supervision:

- Day-to-day supervision of retail team
- Ad-hoc key holding (open and close) of the museum
- Stock control systems – Shopify, Ebay , Amazon.

Areas of responsibility and accountability:

Stock

- Use reporting systems to analyse sales and stock value holding, ensuring they're within the insurance limits, re-plenishing top selling items as required, and addressing dormant stock lines.
- In conjunction with the Operations Manager suggest & select new product lines appropriate to museum visitors with suitable profit percentages.
- In conjunction with the Operations Manager meet with new and existing suppliers to negotiate preferential rates.
- Using NFM finance dept guidelines, coordinate and deliver the stock taking process, including weekly, monthly, and quarterly dept counts, and the annual full stocktake.
- Investigate discrepancies and produce stock write off information for the Operations Manager to sign off on a weekly basis.
- Provide the finance department with monthly stock value reports.
- Ensure stock is correctly priced and coded before being displayed. Work with the marketing team to ensure all POS matches brand guidelines.
- Check in deliveries against delivery notes ensuring stock is safely and neatly stored and in a secure manner
- Add new products, fast keys, promotions to the retail system.

Online shop

- Populate the on-line shop with suitable items in conjunction with the Operations Manager.
- Work with the marketing team to develop and deliver Ebay, Amazon & Instagram sites for online purchases.
- Answer online customer enquiries relating to shop items and resolve any issues / escalate to Operations Manager.

- Take the lead in the processing of on-line orders, support other staff to complete.
- Process on-line vouchers, record their usage, and report to the finance dept.

Museum shop

- Cover the shop floor area as required, providing a warm, vibrant welcome to all visitor creating a positive impression of the museum, assisting visitors in a friendly, courteous, and professional manner.
- Deal with complaints empathically and positively making every effort to resolve them or seeking further advice from managers/colleagues.
- Help colleagues to solve problems, issue refunds and any issues relating to orders or stock. As required, train retail staff and instil the importance of correctly keying items.
- Have a good knowledge of the museum's facilities, exhibits and exhibitions and be able to convey information regarding other visitor attractions locally.
- Seek to engage, interact, and communicate with visitors to actively promote ways to add value to their experience maximising revenue.
- Be knowledgeable about all products and services confidently talking visitors through the options as well as the unique selling points of products.
- Ensure all retail spaces are kept clean, well-stocked and merchandised.
- Maintain both delivery and stockroom standards, ensuring they are kept in a tidy and secure state.

General

- Attend briefings and meetings as set out by the Visitor Experience Management team and participate in an enthusiastic and proactive way.
- Complete daily checklists as required in the retail areas, including those relating to Health and Safety.
- Prepare weekly and monthly sales figures and reports.
- Operate the telephones to museum standards ensuring all messages are handled in an efficient and professional manner.
- Carry out other relevant duties which may arise from time to time in support of the museum.
- Attend trade fairs / conferences related to retail.

KPIs:

- Customer service standards
- Sales, (team targets)

Health and Safety Responsibility:

- Employee

Qualifications and Experience

- Stock control experience in a retail environment.
- Experience in administrating an on-line shop
- A passion for the role and the ability to inspire both visitors and colleagues, encouraging them with their passion.
- Enthusiasm for providing a superb visitor experience
- Experience in a customer service environment in a similar post
- Excellent inter-personal, verbal communication skills
- Experience using EPOS systems.

- An ability to work on own initiative
- A responsible, professional, and positive attitude.
- Reliability and flexibility in working hours (rota'd weekends).
- Good administrative skills and attention to detail