

## NMS Enterprises Limited

### Job description

<b>POST TITLE: Director of Retail</b>		
<b>DIVISION: Retail</b>		<b>BASE: Chambers Street, Edinburgh</b>
	<b>Salary: Dependent on Experience</b>	<b>HOURS: 37 Hours</b>
<b>PURPOSE OF POST:</b> To manage the Retail Division of NMS Enterprises Limited, (NMSE), maximising sales and profit whilst observing the Vision and Values of the National Museums of Scotland ensuring high levels of customer care and visitor satisfaction.		
<b>KEY RESPONSIBILITIES:</b> <ul style="list-style-type: none"><li>• To develop and implement a realistic and ambitious on-going retail strategy</li><li>• To set and achieve budgeted sales, profit figures and KPI targets</li><li>• To provide accurate reporting of business performance to the NMSE company board and attend regular board meetings.</li><li>• To manage and support the buying team, ensuring that a high-quality range of merchandise, relevant to each site within NMS is planned, sourced and stocked at appropriate levels to meet sales forecasts.</li><li>• To manage and support the Retail Manager, ensuring that high levels of customer service, visual merchandising and shop floor standards are maintained at all times.</li><li>• To ensure that systems and controls are in place in order to maintain accurate sales and stock records, including overseeing annual stocktaking and audits.</li><li>• To maintain excellent working relationships with colleagues within NMSE and NMS, ensuring that retail activities are aligned with strategic objectives of the entire organization.</li><li>• To manage and support the NMSE Product Development team in producing and maintaining stock of commercially successful ranges, drawing on NMS collections, image assets and public programmes.</li><li>• To support the continued expansion of the NMSE Product Development wholesale business, ensuring that high standards of service are maintained.</li><li>• To oversee the NMSE online shop, ensuring that content is developed, managed and marketed, and that service levels are maintained to meet customer expectations and industry standards.</li><li>• To manage GDPR compliance and other areas of governance across NMSE and be responsible for implementing the latest changes in guidance.</li><li>• To ensure EPOS system are utilized to their full potential, updating software / hardware as required, and compatibility with other IT based systems, in particular finance and ecommerce CMS (Shopify).</li><li>• Budget, instigate and manage Capital investment projects relating to Job refurbishments and expansions such as IT software, hardware purchases and new shop development.</li></ul>		

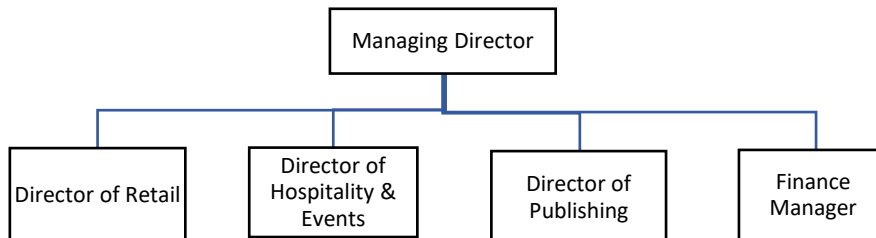
- To attend and contribute to Project Executive Groups for Exhibitions and other strategic assignments as the representative for the Enterprise company.
- To plan and design temporary Exhibition shops and product ranges in collaboration with the Retail team and Exhibition implementation teams.
- To manage and oversee all recruitment for the Retail division.
- To collaborate with colleagues across NMS in response to climate change and monitor carbon emissions

**EXPECTED OUTCOMES:**

- Maintain / improve levels of service, display and customer satisfaction across all sites above levels required by Visit Scotland to achieve 5 star Visitor Attraction status.
- Achieve budgeted sales, profit and other key performance indicators at all sites.
- Maintaining excellent working relationships with colleagues at all levels, within both NMSE and NMS.
- That the retail outlets are recognized as destination shops.

**ORGANISATION CHARTS:**

**NMSE Management -**



**Retail Division -**

