

NMS Enterprises Limited

Person Specification

POST TITLE: Director of Retail	
DIVISION: Retail	BASE: Chambers Street, Edinburgh
Salary: Dependent on Experience	HOURS: 37 Hours

Knowledge	Essential or desirable	Evidence assessed by
Educated to degree level or equivalent experience.	Essential	Certificate / Application
Knowledge of best practice standards used in the retail industry.	Essential	Application / Selection Event
Knowledge of merchandise and budgetary planning.	Essential	Application / Selection Event
Knowledge of Retail Management, EPOS and eCommerce systems and procurement and implementation thereof.	Desirable	Application/Selection Event
Knowledge of commercial activities within the Museums and Galleries sector	Desirable	Application/Selection Event

Skills	Essential or desirable	Evidence assessed by
Excellent communication and motivational skills with a collaborative management style that will both achieve objectives and develop good working relationships with colleagues, partnership organisations and external contacts.	Essential	Application/ Selection Event
Ability to develop and implement NMSE strategic plan for the Retail division.	Essential	Application/ Selection Event
Ability to foster innovation and a culture of continuous improvement in delivering products and services that maximise profitability and provide the highest standards of customer care.	Essential	Application/ Selection Event
Strong influencing, sound judgement and effective decision-making skills.	Essential	Application/ Selection Event
Able to work under pressure on a variety of projects simultaneously.	Essential	Application/ Selection Event
Able to strategically use a range of IT applications and to interpret, use and evaluate numerical and graphical data to	Essential	Application/ Selection Event

set and achieve appropriate goals/targets.		
Ability to communicate and present effectively at Senior Management level	Essential	Application/Selection Event
Ability to drive and willingness to travel to other National Museums Scotland sites, trade fairs and conferences	Desirable	Application/Selection Event

Experience	Essential or desirable	Evidence assessed by
A proven track record of significant achievements in the areas of business and commercial objectives, market share growth and excellent customer service.	Essential	Application/ Selection Event
Broad experience in a retail environment, specifically in operations and merchandise planning / selection.	Essential	Application/ Selection Event
Experience of compiling and effectively managing significant budgets.	Essential	Application/ Selection Event
Significant experience with electronic point of sale systems (EPOS) and the features and benefits required of an effective system.	Essential	Application/ Selection Event
Experience of developing and delivering a marketing strategy.	Essential	Application/ Selection Event
Significant operational experience in managing high quality retail outlets.	Essential	Application/ Selection Event
Proven success in implementing sales and marketing strategies and a good understanding of online channels and opportunities for business growth.	Essential	Application/ Selection Event
Experience of managing and leading a multi-disciplinary team.	Essential	Application/ Selection Event
Experience of managing GDPR and other legal requirements and compliance with the latest legislative changes.	Essential	Application/ Selection Event
Experience of managing safety within a public facing environment	Essential	Application/Selection Event
Experience of working with Intellectual Property Rights and Brand Licensing	Desirable	Application/Selection Event