

Post title	Retail and Reception Supervisor
Division / Section	Culture / Cultural Venues – Museums and Galleries
Department	City Strategy and Economy
Responsible To	Retail and Reception Manager
Number of post holders	2
Acting up/ Secondment	

Purpose of Job

To supervise the delivery of the retail and reception operation in Cultural Venues 50% of time spent on shop floor directly supervising staff, 50% carry out office based duties.

MAJOR TASKS/JOB ACTIVITIES

Carry out replenishment buying.

Supervise stock control procedures and administration on EPOS system including annual stock-check.

Supervise EPOS retail management system in liaison with Retail and Reception Manager.

Collate and analyse data with Retail and Reception Manager for use in merchandising and buying decision-making.

Supervise Retail and Reception team including casual staff and associated HR system and IT processing of forms including creation of rotas in conjunction with team leaders to ensure building operations.

Ensure the maintenance of customer service, merchandising and other standards within the Retail and Reception Team.

Updating risk assessments in liaison with Retail and Reception Manager.

Undertake reception and retail sales duties and provide excellent customer service in the retail outlets in four retail outlets across Cultural Venues.

Supervision and Management of People

Supervision of 5.96 FTE grade 3 including casual staff and student placements over at least four venues.

Motivating team to ensure high standards of customer service and merchandising.

Creativity and Innovation

Maintain necessary staffing levels, requiring the ability to manage rotas and make last minute changes to deal with unforeseen problems and work with Team Leaders to achieve this.

Creativity in approaching staff development and working with different learning styles.

Problem solving to resolve issues with EPOS system and writing copy for point of sale.

Take initiative in promoting sales to visitors.

To be creative in establishing attractive displays of merchandise in order to maximise sales.

Responds to visitor inquiries and requests and to offer alternative solutions to meet customer needs.

Contacts and Relationships

Regular contact with suppliers and payments/vendor units.

Works in collaboration with colleagues to achieve targets.

Deals with visitors of all ages and abilities, local, national and international, and has daily contact with Museum and Council colleagues.

Decisions (Discretion)

Daily decisions about the operation of the shops.

Manages staff rotas and allocates work daily.

Assists with recruitment of staff.

Makes decisions on stock and suppliers to replenish.

Ensures that EPOS transactions and stock control paperwork are correct and accounting procedures adhered to.

Daily decisions on amount and level of information to give to visitors.

Prioritises courses of action when venues are very busy and there is pressure from customers.

Responds to complex situations when manager is absent.

Makes time management decisions to achieve daily/weekly objectives.

Decisions (Consequences)

The service delivered impacts on the quality of the cultural offer and reputation of the City both nationally and internationally.

Ensures that shops are open at advertised times.

Decision making will influence income generation.

Adhere to health and safety policies.

Resources

Shared responsibility for delegated retail budget of £67,000

Shared responsibility for achieving an annual gross income target of £205,000, penny press income of £4,000, donations income of £16,000 and coin machine income.

Shared responsibility for the supervision and maintenance of the retail management system.

Shared responsibility for security of stock and for the banking of shop, coin machine and donations income in region of an average of £800 per day.

Environment – Work Demands

This post has to balance the demands of managing rotas and staff with the demands of managing a retail management system and the associated IT and paperwork.

They will have support from the Retail and Reception Manager but will be expected to deliver with little supervision, balancing own workload and supervision of staff as well as covering annual leave, etc.

Deadlines come in the form of timesheets, stock control procedures and buying for specific holiday periods and exhibitions.

Environment – Physical

This role has a 50/50 split with desk based and Shop and reception venue based activity with regular walking between venues.

Manual handling is necessary for dealing with delivery and merchandising of goods.

Part of the work involves standing when dealing with visitors, maintaining displays of merchandise and in the operation of the till and retail system.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office and public facing based activities.

Walking between venues will involve exposure to the elements.

Environment – Work Context

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Knowledge and Skills

Must be numerate and literate with excellent communication and IT skills.

A minimum of standard grade maths and ICT at credit level or equivalent relevant qualification or experience.

Requires knowledge of retail law, data protection, stock control, health and safety and retail systems such as retail management, card payment systems.

Good supervisory, interpersonal, time management and analytical skills.

Good knowledge of collections, buildings, exhibitions and tourist Edinburgh.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe

practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

