



Port Sunlight
VILLAGE TRUST

Job Description

Job Title:	Retail Manager
Reports to:	Chief Commercial Officer (Deputy CEO)
Report in:	Team Leader, F/T permanent Tour Guides and Casual Assistants
Directorate:	Commercial
Position Type:	Full Time – Working on a (5 day) rotational basis and occasional evenings
Salary:	£25,000 - £27,000 Based on experience

Role Summary

The Retail Manager will work as part of the Commercial Directorate. The Commercial Directorate is responsible generating income through the visitor experience and other commercial and fundraising activity in order to fund the promotion of the village's national and international significance and its relevance to the modern world, and the conservation of its unique heritage.

As Retail Manager you will manage the museum gift shop, tours and overall visitor experience at Port Sunlight Museum and Bridge Cottage Gallery.

The Retail Manager will lead a team consisting of a full-time team leader, full-time and volunteer tour guides, and casual assistants; creating a dynamic team with an innovative 'can do' attitude, and ensuring that an effective rota is planned and maintained.

You will achieve this by providing motivation, guidance, instruction and direction to the team, and monitoring standards of performance to ensure that PSVT's objectives are achieved.

You will develop a strong customer service culture within the team and motivate the team to maximise sales.

The Retail Manager will have key holder responsibility.

Key Accountabilities

Managerial

1. Support the chief commercial officer in researching and developing new revenue streams for PSVT such as e-commerce.
2. Working with the whole team, develop plans to increase footfall and maximise income for PSVT.
3. Be responsible for supervising the work of the team. This includes regular 1:1s and appraisals and devising on-going staff training and development for your team.

4. Manage budgets, prepare reports and budget estimates relating to your areas of responsibility, as requested.
5. Undertake weekend working on a rotational basis. Attend occasional evening meetings and functions, across venues as required.
6. To assist the wider PSVT team with the implementation and maintenance of a Disaster Plan, in conjunction with the emergency services, relevant staff and outside bodies.

Visitor Experience

1. Ensure a warm welcome to all visitors by motivating and leading the team to deliver great customer service.
2. Work with the team leader to ensure up-to-date training for ensuring that all staff and volunteers have current knowledge and can positively and effectively engage with our visitors.
3. Work with the team leader to develop the front of house and weekend working rotas to provide appropriate staffing levels to ensure that visitors have a safe, accessible, and enjoyable visit.
4. Take responsibility for visitor facilities, ensuring high standards of presentation are maintained in all front-facing areas including the shop, entrance areas, toilets, and galleries. This includes taking a lead on ensuring that health and safety and accessibility standards are always adhered to.
5. Take responsibility for capturing and analysing visitor data and visitor feedback. Initiate meaningful data capture and present this to the leadership team to inform our audience development strategy, programming, and commercial activity.
6. Work with the marketing & communications manager to ensure that the visitor and retail information on the Port Sunlight website is clearly presented and up-to-date.
7. Work across teams to ensure that a visit to Port Sunlight Village is accessible and welcoming to all.
8. Take an innovative and creative approach to developing the best possible visitor experience, from welcoming our visitors to leaving a lasting impression that will encourage them to return.
9. Provide weekly/ monthly team updates as appropriate to the team including volunteers.

Commercial/Retail

1. Contribute to the selection, commission and ordering of new products and take the lead on re-ordering successful lines, within agreed budgets. Take responsibility for ordering stock and ensure that the team leader is also able to do this.
2. Suggest and research new products for the shop, ensuring that you keep abreast of market trends to determine the need for improvements in the shop. Product selection should be informed by an excellent understanding of our audience.
3. Take responsibility for maintaining an effective stock control system and, with your team, conduct stock takes as required.
4. Ensure accuracy at all times when handling payments and ensure compliance with GDPR legislation.
5. Take responsibility for the team's daily reconciliation of till receipts and preparation of cash for banking and ensure that appropriate financial controls and procedures are in place.
6. Analyse sales and revenue reports and make projected forecasts. Use this analysis to inform buying, merchandising and the setting of sales targets for the shop staff.

7. Supply admissions and financial data to the Chief Commercial Officer and Director of Heritage as required.

Building/Facilities Responsibilities.

1. Maintain a safe environment, ensuring good levels of housekeeping are maintained in the building and surrounding areas. Liaise with the cleaning team to ensure excellent levels of cleanliness are adhered to at all times.
2. Ensure compliance on Health & Safety matters, and ensure that a visit to Port Sunlight venues is accessible to all.
3. Identify maintenance issues in all front-of-house areas in a timely fashion, and, manage contractors to carry out repairs.

Any other duties determined as reasonable and necessary to fulfil your role. This will also include unlocking and locking the building. Appropriate training will be given.

Person Specification

Essential Experience

- Demonstrable experience of working in a senior retail role
- Customer focussed approach to doing business
- Proven track record for developing income streams
- Strong motivator who knows how to develop, drive and motivate a team
- Leading a team to achieve exceptional results
- Budget setting and management, cash-handling and till operation
- Setting and achieving targets
- A keen interest in Port Sunlight
- Strong attention to detail
- High standards of presentation
- A self-starter who enjoys using their own initiative

Port Sunlight Village Trust Competencies

Customer Focus - Through provision of excellent customer service, ensures the Customer is at the heart of everything we do.

Team Work- Works collaboratively across the organisation to achieve the PSVT’s goals and objectives.

Making things happen Has a ‘can – do’ attitude to the role and identifies solutions to maximise performance in a timely manner.

Role Model – Represents PSVT at all times, and acts in manner that is professional, courteous and helpful

Standard Checks (as applicable to role)	
Right to Work in UK	Yes
DBS (Standard CRB Check)	Yes
DVLA	Yes
Qualification	Yes
Employment History / References	Yes