

Multi-Site Retail Manager Role Overview



Job Title: Multi-Site Retail Manager

Dept: Retail

Reporting to: Head of Retail Operations

Role Overview

Putting the customer at the heart of everything that you do, you will commercially manage your stores and maximise profitability. You will do this by driving sales, managing costs, delivering a great visual proposition and creating a great shopping environment for our customers.

Creating an inspiring atmosphere for your Retail team to work within, the Multi-Site Retail Manager will lead the development and performance of the team, whilst ensuring the highest standards are maintained throughout all stores.

This is across multiple sites within the National Museum of Scotland, National War Museum, National Museum of Flight and the National Museum of Rural Life.

Role Responsibilities

- Lead by example, demonstrating exceptional standards of behaviour ensuring integrity and professionalism is maintained at all times.
- Drive and role exceptional customer service standards to exceed customer expectations.
- Inducting, training and developing your team to support the performance of all Retail Supervisors and Retail Assistants whilst working collaboratively with our Visitor Experience staff.
- Proactive analysis of retail reporting, retail and company strategy, use of local/industry knowledge and commercial creativity to maximise sales opportunities and support in making commercial decisions to drive store performance and exceed KPI targets.
- Ensure that stores are working to budget through effective scheduling, cost controls and productivity of retail staff.
- To use effective planning and organisational skills to communicate and liaise with stakeholders to influence and maximise the stock package and sales where appropriate.
- To ensure correct procedures are adhered to in a professional manner by your Retail Supervisors and Retail Assistants including cash and stock, health and safety, office, security of premises and loss prevention (NB, this list is not exhaustive).
- To oversee and implement visual merchandising updates including leading promotional changes, sale launches, new exhibition launches and floor moves.
- Support our other channels, such as Product Development & the Online shop.
- To abide by all NMSE policies and procedures and comply with legal obligations including safety requirements.
- Ensure GDPR procedures are adhered to at all times to maintain confidentiality.
- In your absence, ensure that the Retail Supervisors may take on holding responsibilities that ensure the continued success of your stores in sales, standards and Retail Assistant performance.

Competencies

- To deliver excellent customer service standards focussing on customer needs and satisfaction.
- Align self to NMSE environmental mission and champion any actions that you can directly impact it at all times.
- Proactively offer customer alternative ways to buy across our whole multichannel proposition.
- Proactively provide Retail Assistants with learning and development opportunities to aid in achieving a high performing team that reach their full potential.
- Consistently demonstrate and set appropriate standards of behaviour.
- Recruiting, developing and managing performance within the team
- Structure information and communications to meet the needs of the team ensuring everyone understands their role in delivering.
- Effective analysis and utilisation of commercial reporting in order to make sound commercial decisions in store, whilst spotting opportunities for further growth.
- Keep up to date with competitor information, cultural market and industry trends.
- Use of local knowledge and creativity to maximise sales opportunities that are unique to the Museum market.
- Ensure that the store is working to budget through effective scheduling, cost controls and productivity.
- Proactively deliver on all operational standards to maintain expected requirements across all core components including handling deliveries, VM, health and safety, general housekeeping and stock replenishment.
- Take ownership and accountability for the store P&L driving profit improvement through delivery of increased sales and effective cost management.

Experience

- Previous management experience within a retail store.
- Management level experience of operational, stock, IT and cash management.
- Demonstratable experience of working with KPIs with the effective analysis and interpretation of commercial reports to support decision making.
- Experience of leading, coaching and managing teams including recruitment, training, development and performance management.
- Strong planning and organisational background.
- Ambition and determination to succeed.
- Ability to work productively in a high-pressure fast paced environment.
- Confidence in taking the initiative and working under own direction.
- IT literate with good understanding of Microsoft suite.
- Excellent interpersonal and communication skills.

Hours: Full time

Working pattern: Flexible Sunday-Saturday including 2 in 4 weekends

Salary: £32,000-£35,000

Closing date: Friday 23rd August 2024

Applications should be emailed to NMSRecruitment@nms.ac.uk with a CV and cover letter.

Any queries or questions about the role can be emailed to c.fernandezsimo@nms.ac.uk