

## The Auckland Project

**Job title:**               **Head of Retail**

Salary:                    £35,000

Location:                The Auckland Project

Hours of work:         40 hours per week - 5 out of 7 days

Contractual status:    Permanent, Full Time, subject to 3-month probationary period

Reports to:             The Commercial Director

Scope of role:         Line management of retail assistants, manages volunteers, deputises for Manager, sets and achieves financial targets and manages budgets

**Role summary:**

You will be responsible for the performance of the shop from a financial, team and visitor experience perspective. You will ensure that your team deliver outstanding customer service to a broad range of customers and do everything possible to optimise budgets so that profit can be reinvested in the Auckland Project.

You will support your Manager in the effective management of the commercial operation and work closely with your colleagues in Food & Beverage and Visitor Experience.

You will provide leadership for both paid and voluntary staff and play an active part in a broader team on the property delivering great service to visitors and promoting our wider work.

**Key responsibilities:**

- You will lead by example, creating a compelling visitor experience and an exceptional customer service culture.
- You will set and be responsible for achieving stretching targets in order to maximise income and profit for The Auckland Project Retail offer.
- You will recruit and develop a high-performing team through regular reviews and performance management.
- You will coach and train your team to ensure they are equipped to perform their roles to the best of their ability.
- You will ensure adequate staffing levels at all times.
- You will ensure high brand standards throughout the retail areas
- You will be responsible for planning and buying a range of products that meet the requirements of your customers.
- You will ensure effective supplier management.
- You will ensure you remain up to date with regards to the market, trends and competition.
- You will ensure optimum retail prices and margin.

**Person Specification**

**Skills and qualifications:**

- Educated to min A-levels, degree preferred
- Excellent written and verbal communication skills are essential
- Excellent numeracy, ability to interpret and present financial data
- Strong interpersonal and relationship management skills

- Competent IT skills, previous experience with EPOS systems.
- Awareness of Health & Safety requirements.
- Ability to identify opportunities to develop the retail offer.

**Experience required:**

- Min 5 years retail experience required, ideally previous experience of either Retail Manager or Buyer.
- Good knowledge of retail best practice including selling skill, space management and merchandising skills.
- Ability to anticipate customers needs and translate product knowledge into sales.
- Good knowledge of stock control management.
- Demonstrable line management experience including objective setting and performance management.
- Experience of working with significant budgets in a commercial environment.