

Job title:	Front of House – Shop Supervisor	Position type: <i>(E.G. full-time, part-time, permanent, seasonal)</i>	Permanent Variable
Department:	Front of House	Hybrid working?	No
Location:	Beaulieu & Bucklers Hard	Driving licence required?	No
Salary range:	£12.03 ph	Start date:	
Study package avail.?	no	Date posted:	24 th May 2024
Travel required?	Minimal - Occasional travel around the estate.	Application cut-off date:	07 th June 2024
Reporting lines:			
Visitor Operations Manager & Shops Operations Manager			
Purpose of the role:			
To supervise and train the retail focused team.			
Qualifications		Assessment approach	
Job description			
ROLE AND RESPONSIBILITIES			
Gift Shop			
<ul style="list-style-type: none"> Supervise a team to optimize the customer experience. Supervise the training, development, and motivation of staff to achieve high levels of customer service and performance. Using product knowledge to assist customers with their needs with the aim to maximize visitors’ enjoyment by being helpful and engaging. Ensure that the team are trained in and adhere to the Standard Operating Procedures, Health & Safety guidelines, Risk Assessments, date rotation and Sale of Alcohol Policy. Ensure all till admin procedures are followed, including till transactions, cashing up, staff discount purchases and department invoices. Dealing with all customer queries, mail orders and complaints in a timely and efficient manner. Drive sales on the shop floor and always provide good customer service. Order processing from Goods In: work with the Shop Administrator & Stores Person to generate shop orders. Delivery processing from Goods In: follow check off procedure to ensure accurate stock intake. Price, barcode, and tag stock before filtering out onto the shop floor. Complete and return all necessary stock paperwork to the Shops Administrator reporting any stock discrepancies. Carry out regular stock checks. Awareness and supervision of the store presentation: including cleanliness, visual display, and merchandising, also ensuring the shop retains the appropriate levels of stock. 			
Bucklers Hard			
<ul style="list-style-type: none"> Preparing the museum for opening and closing, this will include some cleaning. Process ticket sales and customer enquiries. To inspect the site regularly throughout the day. Gift Shop tasks – as noted under Gift Shop 			

General

- Work with the Shops Operations Manager and Shops Administrator to implement the vision for the shop.
- To help recruit and train a retail focused team.
- Carry out job chats for seasonal team members.
- To assist with sculpture sales.
- On occasions and when considered appropriate, you may be required to carry out other duties that fit within your skill set.

The hours are variable, typically working up to three days a week including weekends and bank holidays. Additional hours may be required to cover holidays, sickness and attraction events.

Reviewed by:		Date:	
Approved by:		Date:	
Last updated by:		Date/Time:	