

The Station

Job Description – Retail Operations Coordinator

Job Purpose:

To work with the General Manager and the station team to develop and manage the retail business in a way that supports the Station and The Shop brand and produces an operating surplus. To act as Duty Manager and maintain standards of service and health and safety to ensure customers have a great experience of the Station

Key responsibilities

1. Retail management

- To develop a business plan for the retail proposition including products, margins, stock levels
- To develop a brand and product range that builds on the Station/Shop brand
- To source and purchase all stock and supplies
- To manage the sourcing of Station branded goods
- To display merchandise to best effect
- To develop promotional and seasonal ranges to increase sales
- To ensure that all legal requirements in relation to retail operations are being met

2. People Management

- To develop clear and simple procedures and working practices for staff and volunteers
- Organise staff rotas to ensure adequate cover is maintained for the retail operation
- Provide retail training to interested volunteers
- Motivate and manage volunteers to provide an effective retail service

3. Financial management

- To ensure that the retail operation delivers an operating surplus
- To negotiate best value for money on all purchases
- To price goods appropriately to maximise sales and surplus
- To ensure that stock levels are kept to a minimum to avoid cash flow issues or future losses

4. Operations support

- Support volunteers in dealing with questions and enquiries from members of the public
- Handle complaints and customer issues
- Help with disabled access

- Support volunteers with sales of art and other exhibits
- Handle incoming phone enquiries
- Seek customer feedback and monitor customer satisfaction by engaging with members of the public

IT

- Computer literate
- Develop spreadsheets using excel
- Manage emails
- Maintain stock sheets

5. Housekeeping

- Work within with health and safety policies.
- Ensure toilet facilities are clean and tidy
- Ensure general areas are clean and tidy and information is displayed professionally
- Provide feedback to tenants on any housekeeping and health and safety issues that are identified within their area of control

Job Holder Profile

- Experience of managing a retail operation, preferably in the tourism and leisure sector; retail experience essential.
- Experience of managing a team of staff and/or volunteers
- Experience of commercial and financial management

Retail management skills

- Understanding of principles of marketing and retail
- Able to understand customer needs and current trends
- Able to put together visually appealing displays
- Effective negotiation and buying skills
- Ability to understand and interpret financial data
- To demonstrate and evidence an expert knowledge of the art world including ceramics and textiles.

People management skills

- Able to motivate and engage with staff
- Able to coach and train people
- To be able to network and negotiate contracts.

Customer service skills

- Customer focussed and motivated to make people feel positive and valued
- Socially confident – able to talk and engage with the public
- Assertive – able to deal firmly with tenants and event organisers

Organisation skills

- Able to develop simple but effective procedures and ways of working
- Attention to detail and service standards – wants to get things right
- Organised – works in a methodical way to ensure that tasks are completed in a timely manner

Terms and conditions

- 18 hours per week
- Hours to be worked on a flexible basis between 9am and 5pm including some weekends and occasional evenings
- Salary £10.per hour
- 5.6 weeks annual holiday entitlement (pro rata)

