Job title: **Retail Supervisor**

Contract: **Part-time. Permanent**

Hours: **30 per week (Wednesday – Saturday)**

Salary: **Salary £22,000 p.a (£17,600 for 30 hours)**

Directorate: **Commercial & Operations (Soane Museum Enterprises)**

Reports to: **Retail and Buying Manager**

**ROLE PROFILE**

Sir John Soane’s Museum is the idiosyncratic house-museum of the great Regency architect Sir John Soane (1753 – 1837) and still displays his collection of antiquities, furniture, models, and paintings in the same state in which they were left at the time of his death as well as preserving over 30,000 architectural drawings and a fine Library.

The Museum wishes to recruit a Retail Supervisor for its shop. Situated in the Soane family’s former Dining Room in No.12 Lincoln’s Inn Fields, the elegant shop is a dynamic space filled with unique and exciting products inspired by the eclectic collection of Sir John Soane. We aim to be a destination shop in our own right and to bring an exceptional retail experience to our visitors. We are looking for a high calibre individual to help us deliver this who has a passion for customer service and a drive to exceed sales targets.

**Key responsibilities:**

* Provide a warm and courteous welcome to customers who enter the shop and answering any questions they may have about their visit to the Museum.
* Always provide the highest standards of customer service.
* Help customers to find the products they are looking for and give advice and guidance on the items sold in the shop.
* Maximise the average spend per visitor and meet and plan to exceed agreed sales targets. Understand fully the shop’s KPIs and targets.
* Be proactive in promoting and upselling appropriate items to our visitors, as this is key to achieving shop KPIs.
* Support Enterprise staff, and other teams, to achieve targets.
* Ensure the guidebook sellers start and finish their shifts punctually and all museum guides and monies are accounted for accurately.
* Support the guidebook sellers in achieving their targets and reporting on any opportunities or issues.
* Develop a comprehensive knowledge of the products we sell and how they have been inspired by the Museum and its collection.
* Process cash and card payments accurately ensuring care and attention is always taken.
* Devise and maintain excellent standards of visual merchandising, maintaining the shop displays to maximise visual impact, in consultation with the Retail Buyer and Manager.
* Stock shelves with merchandise and ensure that all products are priced correctly.
* Keep the shop clean and tidy – cleaning shelves, dusting etc.
* Receive and store deliveries of stock, including using appropriate manual handling techniques.
* Occasional visits to Out Store to collect or return stock.
* Support online sales, lead on the fulfilment of ecommerce orders.
* Train and develop new staff and volunteers.
* Occasional evening and early morning shifts. Regular days may change upon agreement and there will be an expectation to cover other staff leave with overtime, which will be agreed within an acceptable time period.
* Other ad hoc duties as required.

**Person Specification**

This role would be perfect for someone who has previous shop floor experience, a strong customer service ethic, a friendly and confident manner and is comfortable with cash handling and operating a till. An interest in the Museum and its collection is also essential.

* Relevant retail and ecommerce experience
* Supervisory experience would be advantageous
* Excellent organisation skills
* Computer and IT system literacy
* Accurate and efficient at cash handling
* Friendly and engaging
* Enthusiastic with members of the public
* Confident manner
* Helpful and polite
* Smart appearance and articulate
* Comfortable in upselling appropriate items
* Flexible in relation to duties and a strong team player
* A good eye for detail
* Good communication skills

**The Museum is committed to delivering** an excellent visitor experience to all visitors at all times; all staff sign up to five key Visitor Service commitments:

1. All visitors will receive a warm and courteous welcome

2.    We will explain the unique character and intimate atmosphere of the house so enabling us to enforce our rules in a polite and considerate way

3.    As a free museum, we will politely encourage visitors to financially support us

4.    We will provide a safe and secure environment for our visitors to enjoy their experience

5.    We will engage with visitors and interpret the house, the history, and its collection by passing on our knowledge and understanding, where appropriate.

**Benefits:**

**Hours:** 30 hours per week over four days. General hours are 9am to 5.30pm including one weekend day per week. This includes a one-hour lunch break (unpaid) and one 15-minute (paid) afternoon break. There is also an expectation for flexibility as there will be opportunities to work during the rest of the week and during evening openings.

**Annual leave:** 26.5 days per annum plus bank holidays and Christmas Eve pro rata (21.5 days for 30 hours)

**Season ticket Loan**

**NEST Pension Scheme**

**Application Procedure**

Applications in the form of a CV and covering letter explaining previous background and why you consider yourself appropriate for the role, together with the name and addresses of two referees, should be sent by email to: [**recruitment@soane.org.uk**](mailto:kelliott@soane.org.uk)with the job title Retail Supervisor in the email subject line.

The closing date for applications is midnight on Tuesday 7th September 2021.

Interviews will be held on 17th September 2021.

We regret that if you have not been contacted within 2 weeks of the closing date for applications, your application has in this instance been unsuccessful.

If you have any queries relating to the role profile please email these to [recruitment@soane.org.uk](mailto:kelliott@soane.org.uk)

The Museum is an Equal Opportunities Employer committed to equality, diversity and inclusion and welcomes applicants from all backgrounds

Website: [www.soane.org](http://www.soane.org)