



Post title	Retail and Reception Manager
Division / Section	Culture / Cultural Venues - Museums and Galleries
Department	City Strategy and Economy
Responsible To	Commercial and Visitor Services Manager
Number of post holders	1
Acting up/ Secondment	

Purpose of Job

To manage and develop the retail and reception operation across cultural venues.

MAJOR TASKS/JOB ACTIVITIES

Manage and develop the retail and reception operation of the shops run by City of Edinburgh Museums and Galleries.

Lead and direct a team of Retail and Reception Assistants and Retail and Reception Supervisors for City Art Centre and Museum venues.

Manage the purchasing, product development and publishing for the Culture Retail and Reception Service.

Supervision and Management of People

Retail and Reception Supervisors grade 4 x 2FTE, Retail and Reception Assistants grade 10 X 7.2 FTE over at least five venues.

Manage casual staff pool and student placements.

Supervise the Visitor and Monuments Team in absence of Event and Duty Manager.

Supervise and train Visitor and Monument Assistants when they are providing cover for the shops and reception.

Creativity and Innovation

Create merchandising plans to achieve maximum sales

Pro-active sales approach with actual and potential customers and to be able to make suggestions to them.

Maintain necessary staffing levels through recruitment and management of casual pool of staff and liaison with Retail and Reception Supervisors.

Analytical skills for identifying patterns in customer purchasing, markets and to ways of to improve and develop the service.

High level of creativity for developing products and identifying new retail opportunities.

Collate, analyse and present financial and retail performance information to senior management, museums colleagues and stakeholders.

Creation of business plan for retail and reception service.

Creates copy for online presence, marketing and point of sale.

Problem solving to resolve issues with retail management system.

Create development programme for the larger front of house team in conjunction with Event and Duty Managers and senior management.

Writes reports and makes recommendations.

Contacts and Relationships

Works with museum and council colleagues daily, attends and chairs meetings.

Motivating team to increase sales, training staff members in retail and reception.

Deals with artists, makers, sales representatives and suppliers regularly.

Works in collaboration with colleagues to achieve targets.

Works with colleagues from other organisations to keep up to date with market developments.

Decisions (Discretion)

Manages delegated budgets.

Manages staff and makes daily decisions about the operation of the shops and allocates work.

Decides on displays of merchandise.

Manages PRD, performance and sickness management and recruits staff.

Reviews retail policy and procedure to ensure effective systems are in place.

Makes commercial decisions on suitability of products, suppliers and pricing.

Decisions (Consequences)

Adhere to health and safety policies.

Responsible for sales operation, and banking of money.

Decision making will influence the income generation and the delivery of projects to deadlines and quality of the cultural offer and reputation of the City both nationally and internationally.

Resources

Responsible for sale and security of stock and the management of banking income in region of an average of £800 per day Joint responsibility for a delegated retail budget of £67,000.

Jointly responsible for achieving an annual income target of £210,000, penny press income of £4,000, donations income of £16,000 and coin machine income.

Responsible for staffing budget.

Environment – Work Demands

Meets regular deadlines regarding HR paperwork, finance and audit requirements, project delivery and product development and buying for exhibitions.

Maintain staffing levels daily in order to deliver the retail service.

Works with other teams on operational matters.

Manages own time and prioritises workload, refers problems to Commercial and Visitor Services Manager and relevant museum colleagues but works daily without supervision.

Environment – Physical

Work is office, desk and computer based with site visits and trade visits.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office and public facing based activities.

Environment – Work Context

Responsible for ensuring that cash handling, accounting and banking procedures are adhered to according to the requirements of Internal Audit.

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Knowledge and Skills

Must be numerate and literate with excellent communication and IT skills with a minimum of standard grade credit level maths and ICT qualifications or equivalent relevant experience.

Requires knowledge of retail law, data protection, stock control, product development, copyright, health and safety, retail management systems and card payment systems.

Excellent management, interpersonal and analytical skills.

Relevant SVQ3 or vocational qualification or equivalent relevant experience is essential.

Good knowledge of collections, buildings, exhibitions and tourist Edinburgh.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations

and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

