

Person Specification

Position Title	Retail and Reception Manager
Division / Section	Culture / Cultural Venues – Museums and Galleries
Service Area	City Strategy and Economy
Responsible To	Commercial & Visitor Services Manager

Person Specification

Qualifications, training & professional membership	• At least two years Retail Management experience	Essential
	• Excellent literacy, numeracy, inter-personal and selling skills	
	• Maths and ICT at standard grade credit level or equivalent relevant qualification or experience	Essential
	• Knowledge of retail law, data protection, stock control and retail systems	Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

RETAIL AND RECEPTION EXPERIENCE

- Proven experience in supervising a team to deliver a high quality customer experience Essential
- Knowledge and experience of providing excellent reception duties for clients, visitors, colleagues and users Essential
- Knowledge and experience of retail and administration duties Essential
- Proven experience of presenting products in an engaging and attractive manner to maximise sales and income Essential
- Experience of cash handling and retail management systems and procedures Essential

STAFF MANAGEMENT / LEADERSHIP

- Experience of leading and motivating a team to deliver high standards of customer care Essential
- Experience of working in a retail environment to drive excellent customer care, with the understanding of relevant procurement policies, stock control procedures and health and safety for both internal and external guests. Essential
- Ability to contribute to management team planning to inform the needs of the service Essential

CUSTOMER CARE

- Experience of providing excellent customer care within a busy, high profile visitor destination environment Essential
- Understands and resolves customer and visitor needs and takes opportunities to improve customer services Essential
- Able to engage visitors of all ages, abilities and nationalities in a confident, friendly manner and can communicate a broad range of information about the collections, buildings and the city Essential
- Is proactive and uses initiative in meeting the needs of visitors and customers Essential

TEAM WORKING

- Ability to work effectively within a team Essential
- Ability to maintain positive relationships with colleagues, volunteers and suppliers Essential

ADMINISTRATION

- Able to use a retail management system for stock control and replenishment Essential
- Ability to run appropriate administrative systems to ensure accurate reporting and management of service Essential
- Ability to administrate own area of work without additional support Essential

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in Our Competency & Values Framework:

- Customer focused**
- Is respectful and courteous to customers/clients
 - Understands and resolves customer/clients' needs
 - Takes opportunities to improve customer/client services
 - Is aware of service levels expected and strives to meet them
 - Supports others when dealing with customers/clients
- Works Effectively with others**
- Treats others in a fair and equal manner
 - Considers and respects other people's ideas/opinions
 - Co-operates with others in the workplace
 - Adapts own views and ideas for good of the team
 - Goes out of their way to help others
- Managing change**
- Is willing to try new or different ways of working
 - Displays a flexible attitude to duties and responsibilities
 - Reprioritises own work when deadlines are changed
 - Helps others to adapt to change
- Taking Ownership and Responsibility**
- Manages own time effectively and works productively
 - Responds positively to feedback and takes appropriate action
 - Ensures own knowledge and skills are sufficient for the job
 - Considers how own behaviour affects others and changes accordingly
 - Recognises and acts when something needs to be done
- Communicating Effectively**
- Listens carefully and asks questions if understanding is unclear
 - Uses simple and clear language
 - Seeks advice when necessary
 - Provides clear and accurate information
 - Uses appropriate body language and eye contact
- Planning and Decision Making**
- Works in a planned and organise way
 - Follows instructions and procedures
 - Understands what decisions can be taken within own duties and makes them when required
 - Takes account of available resources when planning own work activities