ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: **Retail Supervisor**

Reports to: **Retail Manager**

Main purpose of the job

To support the retail sales team objectives and day to day activities with a highly professional service encompassing floor management, team supervision and stock and display management, to ensure smooth running of all designated operations and to support a culture of continuous improvement.

Main Responsibilities

Working to objectives set by the Retail Manager:

Operations/Floor Management

- Open and close the shop
- Keep an awareness for security issues at all times and safety of personnel, liaising with internal security if necessary
- Ensure banking is up to date and all cash requirements are met
- Run special events in store, such as book and CD signings; anticipate any special arrangements required to accommodate increased attendance for events
- Undertake customer service, sales activities and any shop floor activities as required to ensure service standards are always met and sales opportunities maximised

Team Supervision

- Prepare and distribute monthly staff rotas
- Support induction training, day to day training and supervision of all team members
- Monitor and motivate the Retail Associates, working to agreed targets set to
    - maximise customer engagement and the customer experience
    - increase sales conversion rates
    - increase basket spends
- Conduct team briefings for new products or chosen recordings, launches etc

- Attend internal meetings and report back to the retail team (Staff Quarterly briefings, Ambassador Team Briefings, model showings etc)

Stock and Display Management
- Assist in running the back office operation, including ordering stock, delivering stock into the Epos system (Total Enterprise Solutions, a Torex based system)
- Ensure finished invoices are delivered in good time to Operations
- Ensure that retail and stock spaces are maintained in a professional manner
- Continually monitor visual merchandise displays, replacing and improving as required
- Pay particular attention to ROH repertoire and ensure artists and repertoire are correctly represented in the shop

Product Knowledge/New Developments
- Maintain good product knowledge and awareness of the repertory, casting and new developments within the business which might impact the product portfolio
- Develop strong product knowledge in order to be able to conduct staff briefings
- Meet sales representatives as required and advise the Retail Manager of new opportunities to develop or improve the product offering
- Maintain good understanding of best practice in customer service and awareness of new developments in retail (relevant to our sector)
- Support a culture of continuous improvement across all activities

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Retail Operations
- Substantial retail experience with responsibility for day to day operations, including banking, opening and closure of shop and security
- Strong sales track record, able to transfer experience and best practice to the arts/heritage sector
- Ability to demonstrate outstanding customer service and enhance the customer experience, leading by example

Supervisory Skills
- Proven experience of staff supervision and staff training with a small retail team
- Ability to draw up accurate staff rotas, and manage operational needs
- Ability to motivate and coach team members in best practice customer service and sales techniques
- Ability to conduct team briefings and engage staff
- Ability to demonstrate team leadership skills or team player skills as required
- Diplomacy and ability to communicate with a broad range of people
- Honesty and high level of integrity
- Ability and desire to support a culture of continuous improvement

Stock and Display Management

- Experience of running the back office operation, including ordering and managing stock
- Experience of working with different stock management and Epos systems (eg. TES software)
- Good computer literacy and numeracy; ability to work accurately with repetitive data
- Understanding of key elements of product display and presentation and ability to make improvements as needed

Product Knowledge

- A basic understanding of opera, ballet and music with the ability to learn more about the ROH product range
- Ability to research new products or product developments, and communicate information to others

Job Requirements

- Must have flexibility to work shift patterns during weekdays, evenings and weekends
- Fluent written and spoken English
- Professional and tidy appearance
- Reliable attendance