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| **Role** | Retail Manager |
| **Reporting to** | Associate Director: Visitor Operations |
| **Contract**  | Permanent, full time |
| **Salary** | Competitive salary |

**The Auckland Project**

At the heart of our sites is St Peter’s Chapel, in Auckland Castle: the home of the Prince Bishops, and the historic seat of faith and power in the North of England. The experience across our sites is deeply linked to those two themes of faith and power – they are repeated throughout the Castle and Faith Museum, the Mining Art Gallery and the Spanish Gallery. The collection of our venues, spaces and places invite conversations about belonging, faith, loss, sacrifice, community, love and creativity. We would like our guests to explore: to discover things about our town, our country and their own lives. We want to create memorable and transformative encounters – and need your help to do so.

**The role purpose & Context**

The Auckland Project are looking for a passionate and strategic manager to take the lead on all of its retail related operations. Reporting into the Associate Director of Visitor Operations, the Retail Manager will develop a strategy for all of TAP’s retail spaces, including identifying suppliers, quality ranges, and decorative themes that are linked to the visitor experience and sense of place. The role requires a skilled retail manager, who can use their knowledge and experience to create a dynamic new retail offer within the organisation. We want the retail spaces to feel like an extension of the visitor experience inside our special attractions and so we are looking for a creative and commercially driven individual to transform our existing offer with an exciting sense of style and originality.

**Key Responsibilities**

* Develop and implement a multi-year strategy for The Auckland Project retail spaces (Castle, Tower, Spanish Gallery, Mining Art Gallery), including a formal annual review of suppliers and products that factors in existing data and insight across the organisation and external trends
* Responsible for setting and achieving annual retail sales and purchasing budgets
* Generate creative visual merchandising of shop displays that celebrate the venue’s history and stories
* Curate a high-quality retail range that has strong connections to the host visitor attraction and capitalise on retail opportunities of special events and changing exhibitions
* Provide regular and effective reports (including KPIs) to the senior team
* Lead on all matters related to buying and merchandising, including the development and growth of key supplier relationships, especially local suppliers
* Identify new and profitable commercial opportunities, including seasonal campaigns, to drive footfall and customer spend
* Manage all aspects of stock management including: ordering, receipting deliveries, delivery discrepancies, regular stock takes and discounting process, optimising profitability through clear inventory management, effective ordering and buying processes and budgetary controls
* Evaluate financial performance throughout the year, forecasting sales and costs and acting to address any budget shortfalls
* Delivering a high level of customer service and inspiring team members to adhere to high customer service standards
* Preparation of promotional materials and displays
* Set the tone for the retail and visitor operations team in delivering operational excellence
* Lead, motivate, coach and inspire team members and volunteers to deliver high customer service standards
* Undertake the induction/ongoing training of staff on all front-of-house procedures, customer care and stock management (delivery processing etc.)
* Ensuring health and welfare of property staff, volunteers and visitors by adhering to the Trust’s Health, Safety and Environment policies and guidelines. This includes working within the property’s “Safe System of Work” (the system for managing Health & Safety
* Overseeing cash reconciliation
* Research, propose and implement the most effective EPOS solutions for our needs and keep abreast of retail and other relevant legislation

**Overview**

**Internal relationships**

* Work in collaboration with the Visitor Operations team (manager, supervisors, assistants and volunteers) to ensure smooth functioning of spaces
* Work in collaboration with other department managers as required to ensure efficient and effective cross functional working

**Finance Management**

* As the budget-holder of the retail function the post holder will be expected to take responsibility for effective management of TAPs resources within the retail spaces
* The post holder will be responsible for hitting key performance indicators, both financial and non-financial.

**Systems and Procedures**

* Operate and improve systems and procedures relating to cash handling, feedback and complaints, health and safety, till management and supplier management.

**Person Specification**

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| **Essential** | **Desirable** |
| **Skills/Knowledge** |  |
| Sound commercial judgement Ability to work within a team or independently, with minimal supervision to a high and safe standardExcellent interpersonal and communication skills, both with the general public and with colleaguesAbility to lead in a busy and diverse environment with a focus on customer serviceAbility to be flexible, in particular to adapt working patterns and tasks to meet day-to-day variations in retail and organisational needs  Excellent time management skills and the ability to prioritiseAbility to be proactive and to take the initiative. Strong negotiation and influencing skillsOnline salesA sound understanding of financial forecasting and analysing sales data to make informed decisions | Good analytical and numeracy skillsIn-depth understanding of IT systems (such as CRM’s, Retail, Management Information systemsAbility to demonstrate an interest in history or the arts  |
| **Qualifications/Training** |  |
| Qualified to Level 3 or 3 years’ experience in a management role | Management QualificationRetail Qualification  |
| **Experience** |  |
| Designing and implementing a successful retail strategyBuying and managing supplier relationshipsThorough understanding of financial budgetary control and management; proven ability to set, meet, and be accountable for ambitious retail targetsPrevious experience in a busy retail environment, in a managerial roleMerchandising creative retail displaysExperience of working in an environment with a strong customer service ethicCompetent user of Microsoft Office products, particularly ExcelExperience with cash handlingAble to analyse sales data to inform future buying strategyManaging an EPOS system | Experience of leading and inspiring volunteer teamsExperience of managing health and safety in a working environment including emergency, security, fire and first aid procedures of visitors, staff and buildings |
| **Other Requirements** |  |
| An enthusiastic ‘can do’ approach Flexible approach to hours as regular weekend, bank holidays and some evenings work is essential to this roleCreative vision and flair for merchandising |  |

**The Auckland Project focus**

The Auckland Project works hard to create a positive change for those living, working and visiting Bishop Auckland. We have created a visitor destination in Bishop Auckland, incorporating Auckland Castle (once home to the Prince Bishops of Durham), a Spanish Art Gallery, Faith Museum, Walled Garden, Deer Park, Mining Art Gallery, Auckland Tower visitor centre and Weardale Railway.

Our visitor destination and community development programme broadly fits into three areas:

1. The **social environment**: we help individuals and communities by creating a sense of curiosity, hope and faith in themselves and the world around them. We provide opportunities for skills development and partnerships, building a year-round tourist market and supporting small creative industries to thrive
2. The **natural environment**: we protect, sustain and enhance the world around us
3. The **built environment:** we restore and enhance the beauty and historic significance of the buildings, structures and assets in our care.

By working with us, you are helping to ensure the town’s future is as magnificent and vibrant as its past.

**How to Apply**

Apply for this role by downloading and completing an application form from <https://aucklandproject.org/support-us/jobs/> and emailing this to recruitment@aucklandproject.org

**Closing date:** 24th April 2024 at 12 noon

We are unable to accept CV’s as application. We only accept a completed application form which can be found at [Auck\_Proj\_Job\_App\_Form.docx (live.com)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Faucklandproject.org%2Fwp-content%2Fuploads%2F2023%2F03%2FAuck_Proj_Job_App_Form.docx&wdOrigin=BROWSELINK)

If we receive a high volume of applications we reserve the right to close the application process early.