



Job description for Retail Supervisor

You will be responsible for:

You will supervise the running of the Mary Rose retail operation; so that it is commercially successful and consistently exceeds our visitors expectations. You will help ensure that the shop is an integral part of the visitor experience and reflects the iconic status of the Mary Rose museum. You will effectively stock and merchandise products to achieve stretching financial targets, maximise income and profitability. You will supervise a team of paid and voluntary retail team members.

What you will deliver

It's about delivering financial targets: You will achieve stretching targets, using the museum's commercial procedures and instructions. You will train the team to have excellent product knowledge and up-sell to drive the average transaction value. You will monitor and control resources taking action to keep on target including payroll and sale price contributions.

It's about supervising the team: You will create a great environment for your team of staff and volunteers to work. You will help your team develop and coach the team and provide regular feedback. You will ensure the team are well briefed on what is happening in the museum and new products or initiatives in the shop.

It's about ensuring our visitors have a great experience: You will deliver exceptional service, every time for our visitors and lead by example for your team. You will maintain the iconic brand of the Mary Rose standards of presentation and presentation, creating enticing displays.

It's about helping to develop the business: Working with the Commercial Operations Director you will help to identify new opportunities to drive income and innovation, harnessing ideas from the team and visitor feedback.

It's about making the link to our conservation purpose:

You will maximise sales so that the profits can be reinvested in the care of Mary Rose. You will assist in providing visitors with information linking the products to the Mary Rose.

It's about working safely and securely: Working alongside the guest experience team and safety advisor you will ensure that you and your team comply with procedures to minimise risk to visitors, staff, volunteers and contractors. Identify and manage risks including stock control and cash handling procedures ensuring compliance with relevant legislation and museum instructions.



Job description for Retail Supervisor

Scale & scope of the role

Reports to: Commercial Operations Director

Line Management: Supervises a small staff and volunteer team.

Financial responsibility:

Net average turnover of £380,000. Delivery of additional financial targets. Including delivering sales targets, margins, staff costs and stock control.

Area of impact:

Responsible for helping to develop and grow retail plans. On a daily basis deliver the retail operation and targets. Will take part in the duty management rota for the museum including locking up. Role works regular weekends, 5 days over 7 and some evenings where lieu time is taken.

The post holder needs to be able to work collaboratively with Visitor Experience team and finance.

Nature of impact:

Deals with varied and complex day to day issues, using experience to identify solutions and operating within the guidelines and procedures set by the museum or trading compliance. Tasks will vary from merchandising, stock control, ordering stock, imputing into plans for new lines. The ordering and stock controls systems are digital and confidence with computers is required.

Will support delivery of wider engagement activities and events at the museum where appropriate.

Working environment: Maintains good working relationships with the wider museum team and understanding of activities taking place elsewhere in the museum and dockyard. May work across the museum visitor business when required.

This role is subject to a Disclosure and Barring Service check and Naval Base Security Clearance. Due to the nature of our location, it is a Ministry of Defense mandatory requirement in the interest of Dockyard security that anyone working with Portsmouth Naval Base must either be a UK resident or have had continuous residency in the UK for at least three years to be eligible to apply for a permanent site security pass. Please note that security checks for non-UK nationals can take up to six months.



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Knowledge, skills & experience needed

- Able to demonstrate strong customer service ethos.
- Experience of buying retail lines and delivering margins.
- Experience of managing stock control methods.
- Experience in applying retail best practice across retail environment.
- Experience of merchandising and adding theatre to displays.
- Experience of growing spend per visitor.
- Strong people skills enabling good relationships. With your team of staff and volunteers and the wider museum.
- People management skills, supporting the setting of individual objectives and providing feedback for performance and development reviews.
- Volunteer management skills.
- Good financial acumen to maximise income and control costs.
- Knowledge of Health and Safety compliance requirements.
- Strong written and verbal communication skills.
- Able to identify opportunities to develop the retail offer.
- Competent IT skills, previous experience with retail management systems.
- Understanding of undertaking online retail sales.