

Retail & Admissions Supervisor

Role Profile

Job Title: Retail & Admissions Supervisor

Hours: 32 hours per week over 4 days including weekends and bank holidays

Location: Marwell Wildlife

Reports to: Retail & Admissions Manager

Management: Retail & Admissions Assistants

Role Purpose and Role Dimensions:

- To assist the Retail & Admissions Manager and Retail Stock Manager in the management and operation of the retail and admissions business within Marwell Wildlife
- Provide an appealing retail proposition and environment that enhances and adds value to the overall guest experience and encourages secondary spend
- To support the Retail & Admissions Manager and Retail Stock manager in the delivery of departmental objectives in line with the five year and annual business plans
- To support the Retail & Admissions Manager in the management and development of the retail and admissions team
- Ensuring outstanding Guest Service at all time

Financial Dimensions:

- Maximise spend per head and profitability
- Accurate and efficient use of till
- Accurate and efficient cash handling
- Adhere to departmental cash handling policy and procedure
- Support the Manager and Senior Retail & Admissions Supervisor to ensure effective labour management against resource budget

Key Internal Contacts

- Retail & Admissions Assistants
- Line Manager - Retail & Admissions Manager
- Retail Stock Manager
- Guest Experience Teams
- Head of Guest Operations
- Finance, IT, HR
- Health & Safety Manager
- Membership Team
- Education Team
- Marketing Team

The Role

Retail

- Maximise the sale of products within the park's retail spaces ensuring sales are maximised by promoting and monitoring up-selling strategies by staff
- To ensure that stock is displayed appropriately ensuring stock rotation is carried out.
- To assist the Retail & Admissions Manager and Retail Stock manager in the development of the retail business throughout the park, ensuring maximising sales and efficiently controlled stock and labour costs
- Effective stock control, front and back of house, to minimise wastage and write-offs
- To ensure that deliveries are dealt with efficiently and in accordance with operating procedures

Admissions

- To supervise the day to day delivery of an efficient and accurate admissions service that provides a warm and welcoming first contact for Guests ensuring their quick transition into the park
- To ensure gift-aid sales are maximised by promoting and monitoring up-selling strategies by staff
- To ensure standards of service that delight our Guests
- To ensure that deliveries are dealt with efficiently and in accordance with operating procedures
- To assist the Retail & Admissions Manager in the development of the admissions business

General

- To be aware of all facilities, exhibits and special events that are ongoing or taking place within Marwell Wildlife.
- To ensure that the retail and admissions facilities are maintained in a safe, clean and hygienic condition.
- Ensuring operating procedures and standards are implemented and maintained and reviewed as required
- To supervise the retail & admissions team by utilising their hours efficiently and effectively using rotas and daily job sheets and responding to operational needs
- Ensure regular communications with direct reports, line manager and teams, ensuring effective two-way links
- Maintain effective liaison with line manager, colleagues and other teams to ensure that department needs and operations are in line with the organisation and do not impact negatively on others
- To handle cash and other payments ensuring monies are dealt with as per cash handling policy and procedure
- To undertake any other duty deemed reasonable as required by the Retail & Admissions Manager, Retail Stock Manager, Guest Experience Manager or Head of Guest Operations.
- To support the Retail & Admissions Manager in the continued development of the retail & admissions team.
- Identify with and contribute to Marwell Wildlife brand values, mission and charitable objectives.

- Adhere to health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.

The Candidate

Qualifications & Experience

Essential

- Previous Retail and Guest Service experience
- Team leading/coaching experience
- Cash handling and till operation
- Complaint handling experience
- Stock control
- Visual merchandising
- Basic understanding of health and safety requirements
- Full clean driving licence valid for the UK
- IT Skills – Comfortable with Microsoft Office applications.

Attributes

- Excellent communication skills
- Good attention to detail
- Good numeracy and literacy skills
- Good visual merchandising skills
- Effective decision making skills
- Good planning and organisational skills
- Able to lead and motivate a team
- Able to work under pressure
- An understanding of how this role supports the delivery of our charitable outputs
- An understanding of the values and behaviour expected within this role

Other

- Due to the nature of the work, occasional out of hours and anti social hours may be required
- Weekend and bank holiday work

Name	
Signature	
Date	