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## Retail Operational Supervisor

**Grade:** 5

**Directorate:** Centre Operations

**Location:** London

**Reporting to:** Retail, Admissions & Membership Manager

**Main function of post:** To lead the retail, admissions and membership team by example to provide a high quality and popular operation. Be an integral part of an inspirational and vibrant trading environment that consistently provides an excellent visitor experience. Lead the team in delivering agreed targets and help generate profits that support the conservation work of WWT

**Supervisory responsibilities:** Retail, admissions and membership assistants and volunteers.

**Hours worked:** 18.75 hours per week, plus overtime as required.

**Working pattern:** Hours to be worked on a rota basis and including some weekends and bank holidays.

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### Main duties of the post

1. To achieve through the retail, admissions and membership team, the budgeted targets and financial goals for the department at WWT London Wetland Centre.
2. To proactively supervise and lead the retail, admissions and membership operation including ensuring all areas are adequately staffed for the levels of business in the absence of the team leader and manager.
3. To carry out and organise the opening, closing and cashing up procedures on a daily and weekly basis for the retail, admissions and membership activities in the absence of the team leader and manager.
4. To ensure that the retail, admissions and membership outlets are fully stocked at all times and that the retail spaces are maximizing sales. To drive retail sales through effective stocking and promotional activities. To ensure that quality standards are kept at all times within the retail areas.
5. To ensure that the controls in place for stock and money security are adhered to. To assist with stock takes and to accurately process retail paperwork in an efficient and timely manner.

6. To achieve set objectives in developing personal skills in training staff and volunteers in trading areas.
7. To carry out regular briefings to staff and volunteers in the absence of the team leader and manager. To ensure effective communications within the retail, admissions and membership team.
8. To deputise for the team leader in his/her absence.
9. To actively promote the recruitment of memberships, motivating the team by leading by example and maintaining standards. To supervise the operation of the membership desk.
10. To take responsibility for the safety and welfare of visitors, staff and volunteers within the retail, admissions and membership trading areas.
11. To deal effectively and professionally with visitor enquiries and complaints, ensuring that they dealt with in a responsible and empathetic manner and are passed on to the appropriate department.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

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**Date raised:** February 2018

**Amended:**

## Person Specification

### 1. Qualifications

**Essential:**

- Educated to GCSE standard (A – C)/NVQ Level II (including Maths & English) or equivalent

**Desirable:**

- Retailing Qualification
- Customer Care Qualification

### 2. Experience

**Essential:**

- Experience in a customer facing retail environment.
- Experience of working with high volume tills and EPOS systems.

**Desirable:**

- Supervisory experience.
- Experience of working with volunteers.
- Merchandising and display experience.
- Knowledge of/interest in wildlife conservation.
- Experience of working within a busy visitor attraction.

### 3. Managerial & Supervisory

**Essential:**

- Ability to allocate basic tasks and check the work of others.

**Desirable:**

- Experience of developing staff through inductions and training
- Experience reviewing staff performance, coaching and leading.

Type of staff	Number managed	Number supervised
Employed Staff	0	12
Volunteers / Casual Workers	0	14
Contractors	0	0

### 4. Responsibility

***Essential:***

- The ability to act independently under general work instructions and identify tasks which need to be carried out.
- The ability to handle cash accurately to a value of over £200K per Annum (visitors).

***Levels of Responsibility:***

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	
Cash Handling	£200,000
Assets (required for job, exc. buildings)	
Visitors (per annum)	178,000

**5. Creative Ability*****Essential:***

- Experience with visual merchandising

**6. Contact*****Essential:***

- Working on the admissions area and in the gift shop, contact with other departments and customers on routine matters is a regular part of the job.

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**General Notes**

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.

Whilst this post is based at WWT London Wetland Centre, some travel may be necessary to other WWT Wetland Centres therefore a willingness to travel is essential.