



JOB DESCRIPTION

Job Title: Assistant Retail Operations Manager

Post Reference No: RT01

Reports to: Retail Operations Manager, Head of Retail, CEO

Grade/Salary: Between £30,000 per annum - £35,000 per annum dependent on skills, knowledge and qualifications.

Hours: 45 hours per week, worked over 5 days. Flexibility is required to meet business needs. Working at the weekends and on Bank Holidays will be an expectation of the role.

Status: Permanent

A unique opportunity has arisen for a customer-focused, Assistant Retail Operations Manager to join our dynamic and vibrant retail team.

The position will be based at our Visitor Centre at Lulworth Cove, however, you will be responsible, alongside the Retail Operations Manager, for the day-to-day success of all retail outlets across the estate.

You will take a proactive, hands-on approach to the task of supporting the Retail Operations Manager to develop our customer focused team. You will have the ability to ensure customer engagement and experience is always at the forefront of each day and will have meticulous attention to detail in all aspects of retail operations.

You will be leading from the front and motivating your team to achieve the highest level of customer service. You will have a positive can-do attitude and be happy to take on a diverse range of duties at all levels.

This is much more than your average retail setting. Incorporating elements of both retail and hospitality, our numerous outlets (set within various locations around the estate) range from a Visitor Centre Gift Shop and Coffee Bar to the Lulworth Cove Ice Cream Parlour to Durdle Door Stores and more. No working day is ever the same at The Lulworth Estate!

Main Tasks and Duties:

- Supporting the Retail department in achieving sales targets by effectively managing the day-to-day operational aspects of our varied retail outlets, ensuring an excellent visitor experience and providing great customer service.
- Managing and motivating our Retail Sales Assistants to improve the quality of their service; ensuring sales targets are met and increasing sales and profits across all retail outlets.
- Ensuring day to day compliance with Health and Safety and Food Hygiene regulations.
- Managing floats, cash handling and operating an EPOS system till.
- Providing staff cover and assisting in any retail outlet with refunds/exchanges, taking responsibility for opening and closing procedures and ensuring all stock in retail spaces is fully replenished as and when required.
- Assisting with the recruitment, training and development of our Retail Sales Assistants, ensuring the team are well informed and able to communicate key information about product ranges and events, both within retail and across the wider estate.

- Organising outlet events and sales promotions, working alongside the Retail Operations Manager to ensure that visual merchandising and displays are maintained to the highest level.
- Assisting with inventory as well as the processing of stock deliveries, ensuring stock is correctly priced and transferred to the appropriate location and invoices processed.
- Handling customer enquiries and feedback and dealing with any complaints in a calm and professional manner, passing on information directly to the Retail Operations Manager where necessary.

Duties Expected of All Staff:

- To undertake such personal staff development as is agreed to be necessary for the development of the role and the individual.
- To set a high standard of professionalism. This will include maintaining regular contact with colleagues, and customers verbally, in writing and via e-mail.
- To monitor customer satisfaction and continually seek ways of improving the service for which the post is responsible.
- To regularly review, adapt, and improve systems and procedures.
- To undertake an annual appraisal which clearly identifies targets for continued improvement.
- To take proactive responsibility for Health & Safety at all times, reporting accidents, incidents and near misses which may affect staff, customers and visitors.

This range of tasks should not be construed as definitive or exhaustive due to the changing external environment within which the Estate operates. Other duties may be required within the general scope of the post.

Person Specification:

	Essential	Desirable
<u>Qualifications</u>	<ul style="list-style-type: none"> • Good standard of GCSEs grade 4-9 / A*-C (or equivalent); inclusive of English and Maths. • A full UK driving licence. • Level 3 qualification in Food Hygiene. 	<ul style="list-style-type: none"> • Level 3 NVQ or BTEC qualification or equivalent in retail leadership / retail management. • An appropriate first aid qualification or willingness to work towards.
<u>Experience and Knowledge</u>	<ul style="list-style-type: none"> • A minimum of 5 years of experience in a fast-paced, busy retail environment. • Experience supervising / leading a team with a customer service focus. • A proven, keen eye for visual merchandising and stock control. • Experience of using computer based retail systems and an EPOS till system. 	<ul style="list-style-type: none"> • Experience of working in a tourist driven environment. • Experience of delivering training in a retail or customer service environment.

<p><u>Skills and Abilities</u></p>	<ul style="list-style-type: none"> • Excellent customer service skills and the ability to maintain a customer-focused environment. • Strong leadership skills with the ability to motivate a team and drive results. • Able to demonstrate meticulous attention to detail in all aspects of retail operations. • Outstanding written and verbal communication skills including understanding of Microsoft Office, in particular Excel and Word. • Able to handle multiple tasks simultaneously, using own initiative and working well under pressure in a fast-paced environment. 	
<p><u>Personal Qualities</u></p>	<ul style="list-style-type: none"> • A strong work ethic, dedicated to providing the very best customer service. • A patient, collaborative team player. • A positive, can-do attitude. • A problem solver with the ability to persuade and influence. • Excellent timekeeping. 	
<p><u>Other</u></p>	<ul style="list-style-type: none"> • Flexibility to work shifts of a specified duration on weekends, evenings and Bank Holidays. 	

Competencies Required of All Staff:

- Excellent interpersonal and communication skills when dealing with colleagues, visitors and external bodies at all levels.
- A positive, 'can-do' attitude.
- Keen to embrace and deliver change.
- Self-directed with a high level of personal drive.
- Commitment to achieving excellence through continuous improvement.
- Enthusiastic with ability to motivate.
- Ability to problem solve.

- Prepared to work flexibly to meet work requirements including weekends and evenings to support the effective functioning of the department and wider Estate as required.
- Ability to contribute to achieving cultural change.
- Active commitment to equal opportunities.

Terms and Conditions:

- This is a permanent appointment.
- The Contract of Employment will be based on the provisions of the Lulworth Estate A Fund.
- The salary for this post will be dependent on qualifications, skills and experience.
- Working Hours will be 45 hours per week, worked over 5 days. Flexibility is required to meet business needs. Working at the weekends and on Bank Holidays will be an expectation of the role.
- The annual leave entitlement will be 28 working days to be taken during the period 1 January to 31 December inclusive of bank holidays or Christmas closure days.
- The appointment is subject to the satisfactory completion of a 3-month Probationary Period with reviews after 1, 2 and 3 months.
- The notice period will be dependent on contract type.
- Membership of the Peoples Pension Scheme is available.
- The appointment is subject to the Estate receiving satisfactory references.
- *The successful candidate is required to advise whether they are aware of any health condition or disability which might impair their ability to effectively undertake the duties of the position as outlined above. This disclosure may result in a referral to the Occupational Health Advisor for a medical clearance prior to commencing employment.*

Applications

Applicants for this position must complete an estate application form and send to recruitment@lulworth.com.

We are not accepting CVs at this stage from Recruitment Agencies

The Closing Date for Applications: 16th August 2024 at 9:00am

Proposed Interview Date: Adhoc

We reserve the right to close this position before the published closing date, should the need occur. We therefore advise that you complete and submit your application as soon as possible.

Please add recruitment@lulworth.com to your list of safe senders to ensure that any correspondence from us does not go directly into your spam folder.

You will be asked to provide evidence of all the qualifications listed on your application form at interview.

Please ensure you read our GDPR Candidate Privacy Notice to understand how your data is processed. This can be found on the Lulworth website under the recruitment page or you can request a copy by emailing recruitment@lulworth.com.

Following receipt of completed application forms, if you have not heard from us within 2 weeks of the closing date regrettably you will not have been short listed on this occasion. All short listed applicants will be contacted within 2 weeks of the closing date or no later than 3 days prior to the interview date (where an interview date is specified).

Statement by appointed person:

(Section to be completed following offer of post to successful candidate)

I am pleased to confirm my agreement to the terms, conditions and duties stated within this job description and agree to undertake the role of Assistant Retail Operations Manager at the Lulworth Estate.

Signed:

Print Name (Block capitals):

Date: