



Retail Manager

Recruitment Information Pack July 2024

If you require the forms in a different format please get in touch with HR@ysp.org.uk



About the role

Reports to: Associate Director, Commercial and Operations

Line reports: Retail Programme and Development Manager
Retail Stock Control Manager
Retail Supervisors and Retail assistants

Date: June 2024

Purpose of the Role

As a member of the YSP Management Team, this role will assume responsibility for the implementation and delivery of YSP's Retail strategic aims whilst overseeing and managing day-to-day retail business. Working closely with the Associate Director, Commercial and Operations, Retail Programme and Development Manager, and Retail Stock Control Manager you will be responsible for maximising income and profits generated through all retail sales channels.

You will have excellent financial acumen and communication skills and a pro-active, positive approach to all aspects of the role.

With current turnover approaching £1m you will be responsible for increasing revenue whilst ensuring the YSP retail offer aligns with organisational objectives, themes, and plans and that our product selection is appropriate for the broad spectrum of visitors to YSP.

Key Responsibilities

- To ensure financial projections, budgets, KPIs and targets are reached or exceeded whilst contributing to the quarterly forecasting process.
- Working with Finance to ensure that monthly management accounts for retail are produced in a timely and efficient manner.
- Utilising stock and sales reports supplied by the Retail Stock Control Manager you will ensure that a collaborative approach is taken to resolve any stock issues whilst ensuring that corrective action is taken.
- To produce staff rotas in line with the agreed staffing budgets.
- Be responsible for the recruitment, training, and induction of retail team members.
- Be responsible for visual merchandising across all onsite locations whilst working closely with the Retail Programme and Development Manager and Retail Supervisors to regularly update the shop floor plan and merchandising priorities.
- To manage re-orders of existing product ranges keeping total stock value within the agreed levels.
- Supporting the Retail Programme and Development Manager whilst ensuring product buying and product ranges reflect the retail strategy and align with organisational priorities, themes, and aims.
- Working closely with the Retail Programme and Development Manager to ensure that YSP developed merchandise is commercially viable and that agreed stock quantities reflect sales projections.
- Be responsible for day-to-day maintenance of the EPOS and stock system, ensuring all stock is recorded and priced in accordance with retail procedure.
- Working closely with the Retail Stock Control Manager to ensure all stock is programmed with the correct pricing and that stock movements are recorded in the agreed format and process.
- Managing the retail team, you will motivate staff at all levels, setting objectives which align with the retail strategy whilst ensuring continuous skills development and relevant training takes place.

General responsibilities

- To be responsible for the coordination of retail show sales information and to support the deinstallation of shows, ensuring works of art are packaged and processed efficiently ready for distribution.
- To support the Retail Stock Control Manager in organising the bi-annual stock take and conduct regular stock level checks as requested by the Retail Stock Control Manager.
- To attend regular meetings with the Associate Director, Commercial and Operations and wider departmental meetings with colleagues to cascade and action relevant and agreed information to the retail team.
- To oversee the organisation of all parcel deliveries for customer orders, including online orders, and return of stock.
- Ensure that stock rooms are clean, tidy, organised and have sufficient stock allocations.
- Ensuring the highest standards of customer service and presentation are set and achieved at all times.
- To ensure that retail activity aligns with YSP's environmental policy, aims, and practices where possible.
- To be proactive and aware of products on the marketplace that are on trend and to make product suggestions to the buying team.
- Ensure that all cash and stock handling procedures are followed in line with Finance management, security, and audit requirements.
- Keep up to date with all YSP activities, events and promotions and ensure the retail team are informed of these to be able to deal effectively with visitor enquiries.
- To join internal working groups as requested to represent Retail and YSP Trading.
- Working over 7 days you will be happy to support the Visitor Experience Team Duty Managers in responding to incidents across all aspects of the operation.
- To support colleagues as required and undertake any other tasks as reasonably requested commensurate with a managerial role.
- Ensuring Health and Safety compliance for the retail team, producing and reviewing department specific risk assessments as needed.

Knowledge, Skills and Experience Required

Being a confident people leader you will have excellent verbal and written skills with previous experience of working in a similar role.

You will lead by example and will be able to demonstrate strong financial acumen, be commercially astute, and be passionate about providing an exceptional customer journey. The ideal candidate will have experience of working in the Arts and Heritage sector and some experience of commercial or high street retail. With a strong knowledge of stock management systems, you will be able to support the retail team to ensure that our systems provide relevant information to assist us in our decision-making processes.

Essential

- 2 years' experience in a similar managerial role within the Retail sector
- Proven background in the development and implementation of retail strategy
- Experience of product buying and merchandise development
- Detailed knowledge of retail stock management systems
- Experienced in managing budgets and producing finance and data reports to aid decision making.
- Outstanding verbal and written skills, and IT knowledge
- Highly organised and self-motivated, understanding the importance of leading by example
- Hold a current Certificate in First Aid at Work, or willingness to gain this
- As this is a very visible role to the visiting public and customers to the shops, be presentable at all times
- Be a team player who is happy to work at both a strategic and hands-on level

Desirable

- Experience in a similar role within the Arts, Heritage, and Visitor Attraction sector
- Experience of working with independent sale or return makers
- A passion for the arts

Terms of Employment

Working Pattern

Yorkshire Sculpture Park is currently open every day from April to September and Tuesday – Sunday during Autumn and Winter (with exception of school and bank holidays). This post is required to work on average 5 days over 7 totalling 37½ hours per week which will include regular weekend and Bank Holiday periods as well as occasional evenings. Usual working hours will be 9.30 – 17.30.

As with other YSP staff, this post may also be required to work additional hours over the normal daily working hours to assist with exhibition installations, exhibition openings, and unique events.

Brief Terms of Employment

Hours of work:	37½ hrs a week including regular weekend and Bank Holiday periods and occasional evenings
Holidays:	33 days pa rising to 38 days pa (including bank/public holidays)
Salary:	£33k - £35k depending on experience
Contract:	Permanent full-time.
Benefits:	Contributory pension scheme after qualifying period Free parking Staff discount in the shop and catering outlets
Notice period:	1 week during probationary period, 3 months thereafter

Full employment terms will be included within the contract of employment.

How to apply

Please complete the following forms and email to HR@yosp.org.uk:

YSP Application Form – including a personal statement to show your suitability for the role, with specific examples that illustrate how your experience and knowledge is relevant to the points in the job description and what we're looking for.

Equal Opportunities Form

Deadline: Sunday 4 August 2024

If you require the forms in a different format, or would like an informal conversation about the role please get in touch with HR@yosp.org.uk