



Job Description

Title: Retail Supervisor
Contract: Permanent, Full Time (37 hours)
Salary: £29,170 per annum

About Us

We are a world-class visitor attraction and leading science research centre. We use the Museum's unique collections and our unrivalled expertise to tackle the biggest challenges facing the world today. We care for more than 80 million objects spanning billions of years and welcome more than five million visitors annually and 16 million visits to our website.

Today the Museum is more relevant and influential than ever. By attracting people from a range of backgrounds to work for us, we can continue to look at the world with fresh eyes and find new ways of doing things.

We employ 900 staff in a variety of roles, all united by our vision of a future where people and planet thrive. We need everyone to have the passion and drive to help us with our mission to create advocates for our planet and inspire millions to care about the natural world.

This is an exciting time to join the Museum as we have secured investment from the UK Government to build a new science and digitisation centre at Thames Valley Science Park, University of Reading. The purpose-built centre will house much of the Museum's collection and will include laboratories, digitisation suites, collaborative research spaces, conservation labs and workspaces.

Diversity and inclusion matter to us.

Our vision is of a future where both people and the planet thrive. Diversity is one of our core values and we strive to build a workplace where everyone feels a sense of belonging. All new staff who join us learn about the importance of diversity and inclusion to the Museum and how to contribute to creating an inclusive environment.

We know we have more to do, but we are committed to ensuring that everyone who works at the Museum feels they can thrive and feel valued and respected.



Job Summary

Are you ready to be part of one of the busiest and most exciting attractions in the UK? The Natural History Museum isn't just a world-renowned destination for millions of visitors. As we welcome more visitors than ever before, our retail shops are thriving—and now, we're looking for a dynamic Retail Supervisor to help us continue this success!

When you join the Natural History Museum, you're stepping into more than just a retail role—you're becoming part of a global mission. Our vision is a future where people and the planet thrive, and every purchase made in our shops helps to support the Museum's vital scientific work to achieve our vision. Retail is the largest income driver for the Museum, and your contributions as a Retail Supervisor will play a key part in driving this success.

Diversity and inclusion are at the core of who we are. We strive to create a workplace where everyone feels a sense of belonging and is empowered to thrive, fostering an environment where every voice is valued, and all staff are respected. We are committed to being a place where everyone can truly flourish.

In this exciting role, you'll be a key player in our retail operation, working closely with the Retail Store Managers and wider Retail Management Team. Your mission will be to maximise shop sales, motivate your team, and ensure that every customer who walks through our doors enjoys a world-class experience. With record visitor numbers, this is a fast-paced and dynamic environment where adaptability, teamwork, and a positive attitude are essential.

As a Retail Supervisor, you'll need strong communication and team management skills to keep the energy high and your team motivated to deliver outstanding service and results. You'll thrive on multitasking and working at pace, ensuring smooth operations and supporting your colleagues in achieving our ambitious commercial goals.

There's never been a better time to join us. With retail sales soaring and the Museum more popular than ever, this is a rare opportunity to be part of something truly special. If you're passionate about customer service, motivated by success, and ready to make a difference in one of the UK's most iconic institutions, we'd love to hear from you. Apply now to join a team that's helping shape the future—one retail experience at a time!

Main Responsibilities

Commercial

- To support the Retail Store Managers to meet net sales and KPI targets including current performance
- Up to date sales knowledge and ownership for initiatives to drive sales and maintain best seller performance
- Monitor shop and individual team member KPIs e.g. add on sales, and give feedback.
- Comprehensive team briefings to support the achievement of sales and strong team customer service knowledge.
- To ensure your team have all shop spaces ready to trade at the start of the day including compliance with all up to date opening procedures, leading to all closing standards and procedures being met.



- Working closely with the VM team and the VM guidelines to meet both visual and commercial standards
- To lead by example in exemplary customer service, performance, and attitude.
- Strong overview of daily customer service performance both team and individual, giving feedback and implanting initiatives to constantly improve
- To work within the Retail Store Managers team ensuring open lines of communication and appropriate levels of communication across the team.
- To ensure running of pop up or temporary shops as directed or if part of the events and museum exhibition programme, both on and off site. Identifying ways to drives sales and improve operations.

People – Training

- Line management of permanent part time team members and agency pool
- To lead by example at all times in terms of performance, service and behaviour to help train and motivate to shopfloor team
- To ensure the highest standard of training is provided for all members of the team.
- To review the team general performance and identify areas and initiatives to initiate change
- Create a culture of continuous training, development and improvement
- Support the Retail Office Support Manager so that all mandatory training is completed in a timely manner
- Implement induction training as outlined on new starter procedures to ensure all new staff members are fully trained and welcomed to the shopfloor team
- Supporting the Retail Store Manager that all teams and spaces are compliant with all legal and mandatory Health and Safety training and regulations including all Museum procedures.

People – Operations

- To assist the Retail Store Managers line manage, monitor and develop the shopfloor team supporting with HR related issues providing feedback, 1:1s, and yearly appraisals.
- Ensure daily rotas are completed and available to the team and completed to ensure smooth operation with optimal stock and service levels
- All sickness and absence is recorded feedback to Retail Support Manager, noting patterns and taking action.
- Strong delegation skills during daily store operation or optimal results
- To take action/feedback when there are any concerns or issues with staffing levels.
- Taking ownership for the conduct and behaviour of team members assigned to you - this involves monitoring lateness and sickness, ensuring unacceptable levels of either is dealt with. Ensuring team members have correct uniform and are adhering to the museums uniform policy.
- Ensuring that the team are aware of their duties and that their performance is closely monitored to deliver high standards at all times.

- Regular checks before, during and after closing to keep stock at the best commercial levels
- All daily and weekly checklist for the shopfloor and Health and Safety are completed with any actions communicated and completed
- Support the Retail Store Manager as requested with the recruitment process from identifying need through to leading or assisting on sifting, interviews and onboarding process as required

BOH & Operations

- Support the Retail Store Manager in team training and performance in line with all BOH procedures.
- All BOH/Shopfloor communication is clear, open and as expected.
- Daily and weekly stock movement procedures (eg delivery, transfers etc) are all followed, adhered to and all staff trained in the correct processes.
- Ownership for stock accuracy including the stock file with delivery or identified shop floor discrepancies reported promptly.
- All till staff trained in the up-to-date procedures to eliminate potential financial loss through operator error.
- Support the prevention of stock loss across site (write offs, rolling stocktakes, bi annual stocktakes) to meet company targets and identify ways to improve.
- Exceptional and timely communication with BOH and senior retail team.
- Supporting the Retail Store Manager with the implementation and update of all Standard Operating Procedures (SOPS).
- To conduct any other reasonable requests from your manager or Senior Management Team.
- To undertake and participate additional projects, when requested.

Person Specification

1. Robust experience of both developing delivering exceptional customer service and teamwork in a busy environment and supervising others to deliver the same
2. Demonstrable ability to lead and motivate a team of people
3. Experience of working within a fast paced, target driven environment
4. Strong commercial knowledge, sales driving initiatives and target achievement.
5. An initiative-taking, hands-on approach to work, with excellent attention to detail
6. Can work unsupervised, and own initiative to problem solve when required
7. Knowledge of stock and stock loss prevention procedures and management.
8. Clear and demonstrable understanding of visual merchandising techniques
9. Cash handling skills and previous experience of till/stock management systems
10. Excellent time management and organisational skills, with the ability to multi-task effectively
11. Demonstrable experience of daily and weekly stock management

Thriving at the Museum: the way we work

We are proud to work at the Museum and have identified the qualities we all need to embody to reach our shared ambition. This sits alongside the Museum's values and forms the framework for the way we work.



We are ambitious. To make a difference on a global scale we are big and bold in our thinking and set goals which may seem impossibly high. We act with integrity, but we are not rigid or inflexible. We are excellent at what we do and look for opportunities to make a difference for the Museum wherever we can.

We are curious. We never stop learning. We look outwards beyond the Museum and ask questions to advance our understanding. We seek out and actively listen to different perspectives. We take time to reflect, are thoughtful and open to new ideas.

We share the wonder. We are captivated by the natural world, proud of our treasures and trusted guardians of our collections. We are passionate about the Museum, enjoy telling its stories and sharing our knowledge and expertise to inspire others. We don't take this for granted; we feel proud to work here.

We are pioneering. We are not afraid to try something new and use good judgment and evidence to take risks. We experiment, innovate, and embrace complex problems by adapting our approach. We do not dwell on setbacks or get preoccupied with problems. We find solutions.

We team up. We respect the expertise of others and recognise that we produce the strongest outcomes when we put the best ideas together. We trust each other, keep things simple and make it easy for others to do the right thing. We share information and skills so everyone is equipped and enabled to succeed. We never let bad moments grow into bad relationships. We inspire and empower each other to give our best.

We act with pace. We focus our efforts where we know we can make the biggest impact. We take tough decisions and once a plan is set, we all get behind it to make it happen. We take responsibility and don't wait to be told what to do. We are racing against time in this planetary emergency, so we work with a sense of urgency.

General Information

All positions at the Natural History Museum are conditional subject to receipt of:

- Proof that you are legally entitled to work in the UK
- A Basic Disclosure Check from the Disclosures and Barring Service (DBS)
- Satisfactory references covering the last 3 years of your employment or education
- Health clearance

The Museum supports flexible working.



To apply

If that sounds like you, please apply online on the Natural History Museum's careers portal.

Closing date: 23:59 on Thursday, 4 October 2024

Interviews expected w/c 14 October 2024

