



JOB DESCRIPTION.

JOB TITLE	Retail Supervisor
REPORTS TO	Retail Manager
DIRECT REPORTS	None
RESPONSIBLE FOR	Globe staff working in the Retail areas
DEPARTMENT	Retail

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare

The Retail function is responsible for the Retail areas of Shakespeare's Globe, including the on-site shops, the e-commerce web site, licensing and wholesale. Retail sits within the Visitor Operations & Audiences hub and that team aims to provide high levels of service to visitors and staff and to maximise visitor revenue in support of the Globe's mission and objectives.

PURPOSE OF JOB

- The focus of this role is to assist the Retail Manager in effectively overseeing the onsite shop(s).
- To assist with building a motivated and high performing team through effective leadership of staff.
- To ensure that retail activities are consistent with the cause and ethos of Shakespeare's Globe.
- Working on the shop floor, you are in constant contact with your customers and staff, ensuring your team gives great customer service.
- You will act as a key holder, both opening and closing trading.
- You will work on a rota covering the busiest trading periods each week (this position is required to work weekends), and evenings to ensure that a key holder is always on duty.

PRINCIPAL RESPONSIBILITIES

- Assist the Retail Manager in the day-to-day management of the shop floors at Shakespeare's Globe.
- Be responsible for opening and/or closing daily register shifts.
- Monitor and maintain store inventory both on the shop floors and in the floor stockrooms
- Ensure visual merchandising standards are maintained
- Assist the Retail Manager in implementing store displays for new merchandise
- Delegate housekeeping duties
- Manage pickup orders
- Assist the Retail Stock Controller with online orders as necessary
- Set standards for customer service, leading by example
- Coordinate daily customer service operations, actively supervising assigned staff

- Communicate with visitors and evaluate their needs
- Handle complaints from customers
- Carry out refunds and exchanges
- Assist in training new starters in Retail procedures, product knowledge and using the POS system
- Supervise and motivate staff to perform their best
- Support new and existing staff
- Conduct regular audits to ensure the Retail areas are presentable and health and safety compliant
- Make sure all employees adhere to company's policies and guidelines.
- Troubleshoot the Shopify system and hardware.
- Act as our store's representative and set an example for our staff.
- Support and champion the Globe's anti-racist policies.

PERSON SPECIFICATION

- Proven experience as a supervisor in a customer facing environment.
- Familiarity with financial and customer service principles
- Computer literate with experience of using a POS or till system
- Leadership and organisational abilities
- Interpersonal and communication skills
- Ability to work well in a team
- Problem-solving attitude
- Flexibility to work in shifts

Embodies these essential Globe ways of working:

- Committed to the principles of equality, diversity and anti-racism and able to implement these within all areas of work.
- Supportiveness to others.
- Thoughtfulness, reflecting, and problem solving.
- Influencing and communicating with others.

The post holder must at all times carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Fixed-Term (12-months) / Full-Time (Happy to talk flexible working)

[A full set of terms and conditions will be supplied with a contract of employment]

Hours: **35 hours per week, over 7 days** exclusive of meal breaks, Additional hours at evenings and weekends may be required for which time in lieu may be granted. There are no extra payments for additional hours worked.

Salary: **£23,750 per annum,**

Holiday: The annual holiday leave is 25 days per calendar year plus Bank Holidays.

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to selected shows, events and activities, access to our free employee assistance programme via phone line and website; family friendly policies including enhanced maternity and shared parental leave pay; season ticket loans available; eye test scheme; flu vaccination scheme; cycle to work scheme; Littlebird exclusive discount; enhanced employer pension contributions after 12 months service.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.