

# JOB DESCRIPTION.

<b>JOB TITLE</b>	<b>Retail Stock Controller</b>
<b>REPORTS TO</b>	<b>Head of Retail</b>
<b>DIRECT REPORTS</b>	<b>None</b>
<b>RESPONSIBLE FOR</b>	<b>Stock Control</b>
<b>DEPARTMENT</b>	<b>Retail</b>

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## **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 accessible for all.

The Head of Retail is the line manager for the Retail Department which forms part of Shakespeare Globe Trading Limited. The Retail Department is responsible for the Retail areas of Shakespeare's Globe, including the on-site shop(s), the e-commerce store, mail order and wholesale. The Retail 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.

Shakespeare's Globe is an educational charity administered by the Shakespeare Globe Trust. Shakespeare Globe Trading Limited is the commercial arm of the Shakespeare Globe Trust.

## **PURPOSE OF JOB**

The Retail Stock Controller is responsible for the day-to-day maintenance and accuracy of the POS stock system. As comfortable at goods inwards as they are in the office, they will ensure our stockrooms are clean, tidy, and logical. They will be responsible for ensuring wholesale orders get to our customers in good time and will assist with the processing of eCommerce orders when necessary.

## **PRINCIPAL RESPONSIBILITIES**

### **OPERATIONAL EXCELLENCE**

- You will develop and maintain excellent supplier/wholesaler relationships and offer a high standard of internal and external customer care, with a consistently positive attitude.

- You will maintain our Stockrooms to the highest standards, ensuring they are arranged in the most space efficient way whilst adhering to Health and Safety and housekeeping rules.
- You will maintain the stock inventory on our POS system, constantly monitoring accuracy through counts and checks.

### **SYSTEM MAINTAINANCE**

- You will be responsible for the overall accuracy of the stock inventory on our POS system, updating and maintaining the data daily regarding stock levels.
- Liaise with the Head of Retail to ensure that all confirmed orders are received and be aware of acceptable delivery dates for each order.
- You will process new deliveries onto the POS system, reconciling delivery notes with purchase orders.
- You will address any discrepancies with orders directly with suppliers, referring any problems to the Head of Retail when necessary.
- You will maintain a process for returns, to include damaged and unsaleable goods and sale or return products.
- You will be responsible for liaising with the Retail Manager in organising the annual stocktake. You will need to work closely with the whole Retail team to ensure that the count is completed on schedule and with a high degree of accuracy.
- You will be required to assist visiting auditors in the completion of the annual stocktake.
- You will complete regular category stock counts, with any discrepancies to be investigated and processed efficiently.
- You will prepare markdowns and write-offs as necessary in consultation with the Retail management team and the Finance team.

### **WHOLESALE AND INTERNAL TRANSFERS**

- Pick and pack stock in accordance with POs from wholesale customers, ensuring that the most efficient method of carriage is used. Create a delivery note for each order.
- Create an invoice request for each order and liaise with the Finance team to ensure timely invoicing of each customer.
- Inform the Head of Retail if any special orders for bulk stock need to be placed and inform the customer of likely lead times.
- Pick transfer requests and notify internal customers when the products are available for collection. Complete necessary paperwork for the finance department ensuring the correct budget code is applied in each case.

### **WAREHOUSE**

- You will observe correct stock receiving protocols, booking stock into the POS system, and checking that all goods delivered match up with delivery notes. Ensure that paperwork relating to deliveries is actioned correctly and work to preserve the accuracy and efficiency of stock control and stock movement.
- Be proactive in the removal of deliveries from goods inwards to an appropriate store.
- Maintain the warehouse and the allocation of space for stock in a logical and clear format.

- Label all stock correctly.
- Identify processes that are not working effectively and be proactive in implementing improvements to the current systems.
- Collaborate with the Retail Manager and Ecommerce Coordinator to enable efficient use of all resources in common.
- To ensure stockroom areas are clean and tidy at all times and that waste is removed for recycling / disposal.
- To be aware of health and safety requirements in relations to the stockroom areas and to ensure that all health and safety equipment is maintained in good working order.
- To ensure that all colleagues working in the warehouse areas have received the appropriate health and safety training.

## **ECOMMERCE**

- To assist the Ecommerce Coordinator with processing ecommerce orders as necessary.
- To undertake any other related duties when required by the Head of Retail.

## **PERSON SPECIFICATION**

- You have experience of managing a busy stock room with constant traffic of inbound/outbound stock.
- You are experienced in using POS stock inventory systems.
- You have excellent numeracy and IT skills.
- You thrive on running effective systems AND doing physical work in a stock room (like, ensuring things are in the right place at the right time, moving stock around and ticketing)
- You are highly organised with an eye for detail and have excellent problem-solving skills.
- You can work to deadlines and under pressure.
- You have the confidence to liaise with suppliers as well as internal teams.
- You can work on your own and as part of a team.

## **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**

### **Permanent/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** 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:** £24,500 per year

**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.**