



JOB DESCRIPTION

JOB TITLE: Assistant Retail Manager

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Retail

LOCATION: Buckingham Palace

REPORTING TO: Deputy Retail Manager

Job Context

Royal Collection Trust is a department of the Royal Household and the only one that undertakes its activities without recourse to public funds. It incorporates a charity regulated by the Charity Commission and the Office of the Scottish Charity Regulator, The Royal Collection Trust, and its subsidiary trading company, Royal Collection Enterprises Ltd.

Royal Collection Trust is charged with the care and preservation of the Royal Collection and its presentation to the public. The Royal Collection is one of the largest and most important art collections in the world. It comprises almost all aspects of the fine and decorative arts, runs to more than a million objects and is spread among some thirteen royal residences and former residences across the UK. At The Queen's Galleries in London and Edinburgh and in the Drawings Gallery at Windsor Castle, aspects of the Collection are on long-term loan to institutions throughout the UK, and short-term loans are regularly made to exhibitions around the world as part of a commitment to broaden public access and to show parts of the Collection in new contexts. The works of art in the Royal Collection are held by The Queen in trust for her successors and the nation.

Royal Collection Trust is responsible for the management and financial administration of the public opening of Buckingham Palace (including The Queen's Gallery, the Royal Mews and Clarence House), Windsor Castle (including Frogmore House) and the Palace of Holyroodhouse (including The Queen's Gallery). The monies generated from admissions, and from associated commercial activities are invested in the care and conservation of the Royal Collection and the promotion of access and enjoyment through exhibitions, publications, loans and educational activities.

The Retail department is responsible for generating income through sales of unique and exclusive products to visitors at Buckingham Palace, Windsor Castle and the Palace of Holyroodhouse, also online sales via royalcollectionshop.co.uk



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Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

This document is not contractual and may be subject to change following consultation with the post-holder



Organisational Chart



Job Purpose

Primarily shop floor based and very much 'hands-on' in providing clear direction to the team and optimising sales through service excellence; ensuring each location meets and exceeds its performance targets and delivers a standardised method of operations, presentation and procedures.

Principal Accountabilities

Sales

- Work directly with staff to ensure retail sales are driven and optimised in each location and spend per visitor achieves or exceeds budgeted levels.
- Support the Deputy Retail Manager in the preparation and set-up of additional seasonal operations including the summer opening shop and associated locations.
- Assist the Deputy Retail Manager in the roll out of central initiatives to increase sales such as home delivery service, tax free shopping and promotion of the online shop.

Staff

- Carry out the induction and training of Retail Sales Assistants under the guidance of the Deputy Retail Manager.
- Ensure the highest level of sales, service and customer care is consistently provided by all.
- As required, carry out a range of line management duties including staff consultation, counselling, performance management and annual development reviews.
- Maintain and encourage effective lines of communication at all levels.



Operations

- Ensure that legal requirements, including Licencing, Sale of Alcohol, Trading Standards and Health, Safety and Security are communicated to staff and enforced at all times.
- Ensure the secure and safe operation of the shop floor, also compliance by staff in all procedures, including authorised stock movement, financial and audit processes and till and computer usage.
- Ensure shop floor visual presentation standards are fully implemented and consistently maintained on a daily basis to the required level.

Job Dimensions

The post-holder shares line-management responsibility for 19 Retail Assistants, additionally Team Leaders and approximately 80 Retail Assistants are recruited to support the uplift in seasonal trading locations. With an expected annual turnover in excess of £11m clear communication at all levels is necessary to ensure consistent operational accuracy is achieved without compromise to customer service.

Decision Making Responsibilities

The post-holder is expected to resolve all problems which occur on a day to day basis but may refer non-recurring problems to the Deputy Retail Manager.

Practical Requirements

The post-holder will be based at Buckingham Palace but may, on occasion, be required to travel and work at other residences.

Owing to the nature of the job some additional early morning and evening work will be required throughout the year for Private Evening events, training events and other retail initiatives taking place.

The post-holder will be required to stand up for long periods and walk between on-site shop locations. The job is therefore physically demanding, however, consideration will be given to the requirements of the role and whether adjustments could be made to accommodate any disability.

Person Specification

A retail professional with a proven ability to maximise sales through exceptional customer service

Enthusiastic and experienced with the capability to lead from the front and engender a culture of continuous improvement.

Some experience of recruitment, training and development and performance management.

Some experience and understanding of implementing and maintaining visual presentation standards

Reliable, flexible and able to work effectively and to deadlines in a busy retail environment.

Be numerate with good Outlook, Word and Excel skills