



JOB DESCRIPTION

JOB TITLE: Retail Team Leader

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Retail

LOCATION: Buckingham Palace, London

REPORTING TO: Assistant 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 Limited.

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 displayed in a programme of temporary exhibitions. Many works from 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.

Royal Collection Trust's retail business has an annual turnover of nearly £20million. It operates out of eight permanent and two seasonal onsite shops, through select partners and increasingly via the online shop. Ninety percent of products are exclusive to Royal Collection Trust and great emphasis is placed on supporting UK manufacturing.

The Buckingham Palace retail operation includes three permanent shops; in addition, two temporary shops and an ice cream sales point are opened during the summer season.



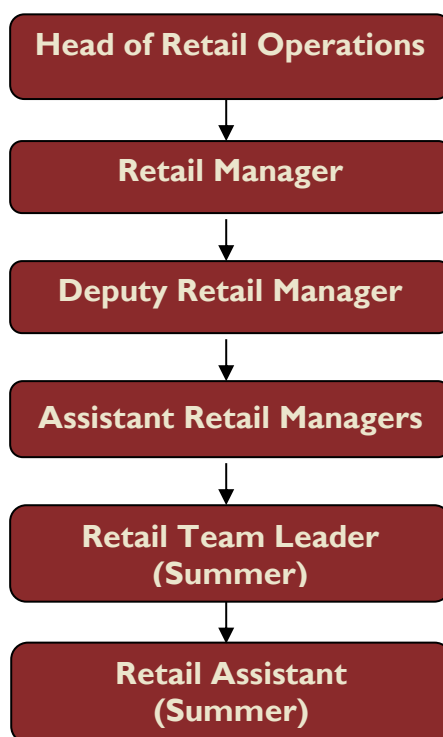
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Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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



Organisational Chart



Job Purpose

To support the Retail Management team in the effective and profitable performance of the Buckingham Palace Summer Opening shops, core shops and remote sales points.

To ensure Retail Assistants provide efficient, courteous and knowledgeable service to all customers visiting our shops.

To oversee the daily operation, on a rota basis, of the London shops and associated special events, visits and tours.

Principal Accountabilities

Sales

To increase spend per customer through your team's targeted use of product knowledge and selling skills.

To support and promote consistent and increased use of central initiatives such as the Home Delivery service, Tax Free shopping and add on sales in order to exceed daily sales targets.

To ensure your team actively acknowledge approach and interact with customers, providing professional and courteous service at all times.

Setting

To maintain top level visual presentation, ensuring stock and general shop floor areas consistently reflect our exacting standards.



Process

To fully participate in all training sessions and provide continuous guidance and coaching to Retail Assistants throughout the Summer Opening period, to ensure that they carry out their duties efficiently and maintain the highest standards of customer care.

To fully understand and follow all procedures relating to stock control, cash handling and general day to day processes; complying fully with legal requirements including the sale of alcohol.

To oversee and / or participate in private evening events and other work related activities taking place outside of usual working hours.

To manage any staff matters such as lateness, absence or poor performance in accordance with guidance.

To assist the management team in carrying out Personal Development Reviews for summer Retail Assistants.

To undertake tasks delegated by line managers, working closely as part of a team to ensure consistency in operational standards.

To be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur.

To report any maintenance required in accordance with Health and Safety guidelines.

Job Dimensions

The post holder is responsible for the supervision of the sales floor and the operational line management of a team of Retail Assistants, ensuring general day to day queries are dealt with or referred to an Assistant Retail Manager when additional guidance is required.

Shared management responsibility for the safety and security of staff, visitors and merchandise at all times.

The post holder does not have any budgetary responsibility however there is a requirement to oversee stock and cash handling processes as well as shop opening and closing procedures.

Internally, the post-holder has contact with other Royal Household staff. Externally, the post-holder has contact with members of the public.

Decision Making Responsibilities

The post holder will help run the day to day responsibilities of the Retail Shops alongside the Assistant Retail Manager.



Practical Requirements

The shops are open seven days per week and shift times vary between 8.00am and 7.30pm or later. The post holder must be available to work flexibly (on a rota basis) to provide regular cover for weekend trading, early morning openings and late evening closures.

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

Person Specification

Essential

Be sales driven and sales focused.

An ability to mentor and coach Retail Assistants to encourage a proactive approach to customer service and sales.

Previous experience of working in a busy retail environment, ideally in a supervisory role with an understanding of staff rotas, stock control and visual presentation standards.

A warm, friendly manner with clear, confident communication skills and the ability to lead and motivate a team

A commitment to working to high standards and a genuine enthusiasm for providing exceptional levels of customer service

A reasonable standard of numeracy and literacy and the ability to work accurately with figures and maintain attention to detail

Desirable

Ability to speak a second language.