



JOB DESCRIPTION

JOB TITLE: Retail Manager – Fixed Term

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Retail

LOCATION: Windsor Castle

REPORTING TO: Head of Retail Operations

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.

Royal Collection Trust Retail has an annual turnover of nearly £20million. It operates out of 9 permanent and 2 seasonal onsite shops, through selected 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.



Royal Collection Trust, York House, St James's Palace, London SW1A 1BQ
T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, www.royalcollection.org.uk

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

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Organisational Chart



Job Purpose

To optimise the sales and profitability of the shops at Windsor Castle, through direct line management of the retail management team and the staff reporting to them, ensuring each location meets and exceeds its performance targets and delivers a standardised method of operations, presentation and procedures plus the highest levels of customer service required by Royal Collection Trust

Principal Accountabilities

Sales

- Ensure that retail sales are driven and optimised in each location and spend per visitor achieves or exceeds budgeted levels.
- Support and action central initiatives to increase sales such as home delivery service, tax free shopping and promotion of the online shop.
- Liaise with the central merchandising team and Head of Retail Operations to ensure stock levels optimise sales.
- Be responsible for the preparation and set-up of additional seasonal operations including ice cream Pop ups and Frogmore House open days.

Staff

- Be responsible for overseeing staffing numbers, the selection, induction and training of new and existing retail assistants in accordance with agreed budgets and Royal Household procedures.



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The Royal Household

- Train, develop and motivate all retail managers and staff, ensure the highest level of sales, service and customer care is consistently provided by all.
- Oversee 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 shop floor visual presentation standards are fully implemented and consistently maintained with flexibility to reflect sales trends and central initiatives.
- Oversee the secure and safe operation of the shop floor and ensure accuracy and compliance by managers and staff in all retail procedures, including authorised stock movement, financial and audit processes and till and computer usage.
- 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.

Job Dimensions

The post-holder has direct line management responsibility for the Deputy Retail Manager and overall management responsibility for 2 Assistant Retail Managers and approximately 30 permanent Retail Assistants, delivering targeted sales performance across 5 permanent retail locations and 2 additional seasonal locations with a combined annual turnover in excess of £5m.

During summer, approximately 25 temporary staff will join the team.

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 Head of Retail Operations.

Practical Requirements

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

The standard working hours are 37.5, 5 days out of 7, including weekend days. 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.



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Person Specification

An experienced retail professional with a proven ability to maximise sales through exceptional customer service and commercial focus.

Strong leadership and people management skills with the ability to encourage and develop teams.

Substantial experience of people management functions, including recruitment, learning and development, performance and absence management.

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

A genuine desire to work with people and a passion for delivering excellent customer service.

Clear, confident communication skills and able to quickly build effective working relationships with a wide range of people.

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

Proven numeracy and IT skills with a working knowledge of Outlook, Word and Excel.



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