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## RETAIL SUPERVISOR

### JOB DESCRIPTION

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<b>Job title:</b>	Retail Supervisor
<b>Based:</b>	The Hyde Park Boat House, London, Hyde Park W2 2UH with travel to all parks
<b>Salary:</b>	£33,666 (full time equivalent) per annum (£17.98/hour)
<b>Terms:</b>	Seasonal contract (June – August/October 2025) on a part-time basis, 20 hours working Wednesday-Sunday with the potential to work more hours  26 days annual leave plus public holidays, increasing to 29 days after 3 years' service.  A pension scheme and healthcare plan are available.

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<b>Reporting to:</b>	Retail Manager
<b>Responsible for:</b>	Retail Assistants
<b>Internal relationships:</b>	Commercial Team, Finance Team and, Park Operational team
<b>External relationships:</b>	Customers, visitors to parks, third party concessions, external contractors, delivery drivers.

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### BACKGROUND

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The Royal Parks is a charity that manages over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James's Park, The Regent's Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with 77 million visits every year.

This is an exciting time for Retail at TRP as we are currently operating our first flagship shop in the Boat House (which also hosts a café and boat hire) since July 2023. We trade 7 days a week, including weekends and bank holidays. There is also a smaller shop at St, James' park plus our pop up operation at Kensington Gardens.

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## **JOB PURPOSE**

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To support the Retail Manager to lead retail operations for TRP, starting with the Boat House and progressing to other retail outlets. You will support the Retail Manager to ensure the shops meet their financial targets and the team deliver an exemplary customer experience, at all times. You will manage and develop a sales team of paid staff to ensure excellence in customer service and presentation/visual merchandising standards.

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## **MAIN DUTIES/RESPONSIBILITIES**

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### **Financials/income generation**

- Support the Retail Manager to deliver the financial performance of The Boat House shop and other retail outlets as they come on stream.
- Monitor daily targets and performance proactively suggesting improvements and actions to maximise income generation and mitigate any underperformance.
- Ensure that the shop operates in the most cost-efficient way possible managing controllable costs, expenditure, and petty cash.
- Create opportunities for upselling and encouraging donations and sign up.

### **Visitor experience/Customer Service**

- Deliver an outstanding customer experience that demonstrates TRP values.
- Ensure exemplary visual merchandising and housekeeping standards, ensuring units are fully stocked at all times.
- Ensure any customer communication is up to date, relevant and in line with brand guidance.
- Encourage a knowledgeable team that networks across the parks staff and communicates the brand essence to all our customers.
- Manage complaints efficiently and effectively in line with agreed policy/procedures.

### **People & Development**

- Be jointly responsible for the recruitment, induction, training, development, performance management and retention of staff in-line with agreed budgets.
- Support management of the team rotas and co-ordination of the efficient and effective deployment of the team, to meet the seasonal, financial and operational demands of the shop across the year.

- Instil and develop an inclusive culture of collaboration, respect, and excellence in line with TRP's values.
- Carry out team briefings disseminating retail initiatives, procedures and communications.

## **Operations**

- Be responsible for the shop operations on a rota basis, ensuring the efficient and effective operation of the facility, including key holding, opening and/or closing.
- Be responsible for POS reconciliations in line with the financial policy and procedures.
- Ensure that the shops are secure and maintained to the required standards of cleanliness and repair, escalating any disrepair.
- Provide clear leadership with regards to compliance with all health and safety procedures and requirements, resolving or escalating issues and managing risk as appropriate.
- Ensure accurate receipt and processing of deliveries and stock including consumables ordering.
- Ensure accurate and timely fulfilment of ecommerce orders.
- Be jointly accountable for stock control, minimising losses and conducting annual stocktakes.
- Create shop operations processes and ensure team are up-to-date in terms of training and fully adhere to all processes.
- Be responsible for first aid in emergency situations.
- Ensure that the wider team adhere to the Equality and Diversity Policy, Health and Safety procedures, Operating procedures, customer service standards and uniform policy at all times and act as a positive role model in that regard.
- Maintain own CPD/ training.
- Ensure all teams are trained on the EPOS system, understand escalation points and ensure accurate reporting.
- Assist with rota management to ensure adequate staff cover within budget.

**This role will involve lifting and manoeuvring stock.**

## PERSON SPECIFICATION

Selection criteria	Essential / Desirable
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Significant retail management experience, responsible for supervising a shop and leading retail teams to deliver income in excess of £500k.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Track record of creating and maintaining a strong customer service culture. Proven experience of delivering an exceptional customer journey.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Experience of successfully managing operational, health and safety procedures and compliance.</li> </ul>	<b>D</b>
<b>Skills, knowledge and ability</b>	
<ul style="list-style-type: none"> <li>Able to lead, inspire and provide effective management of people and resources to achieve smooth operations and a great customer experience.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Good financial acumen – ability to interpret data and manage stock processes</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Organised with ability to prioritise managing tasks simultaneously and perform effectively under pressure.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Strong visual merchandising skills</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>IT Literate</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Able to apply judgement, creativity, and flexibility to solve complex problems and generate new opportunities.</li> </ul>	<b>E</b>
<ul style="list-style-type: none"> <li>Ability to identify, analyse and act to effectively manage risk.</li> </ul>	<b>D</b>
<ul style="list-style-type: none"> <li>Exceptional written and oral communication skills, Strong ability to effectively communicate with a range of audiences and stakeholders.</li> </ul>	<b>D</b>
<b>Other</b>	
<ul style="list-style-type: none"> <li>Commitment to The Royal Parks' values of being responsible, excellent, inclusive, open and respectful, and a commitment to building and supporting diverse and inclusive teams.</li> </ul>	<b>E</b>

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. We encourage applications from candidates from all backgrounds and successful candidates will be appointed on merit.