

Job Description

Job title	Retail Supervisor
Line Manager	Retail Manager; Venue Manager; Director of Venues
Line Reports	Guest Experience team
Key Relationships	Ticketing, Food and Beverage, Production Team, Retail, Contractors.

Job purpose

The Retail Supervisor will be responsible for the day-to-day operations for the on-site retail areas at The Paddington Bear Experience. They will work closely with the on-site Retail Manager & Venue Manager to ensure all customers begin and end their journey within the retail space at The Paddington Bear Experience with exceptional customer service, access to quality products, and enjoy the immersive experience of the themed shopping experience. The Retail Supervisor will lead a team of Retail Hosts and will ensure consistent delivery of high standards of service and sales, maximising revenue through upselling and promoting The Paddington Bear Experience. The Retail Supervisor will act as role model for the team and represent the company and experience to the highest standard.

Main Responsibilities

Customer Service

- Deliver and maintain a high standard of Customer Service across the department to ensure a high-quality experience for customers.
- Proactively approach customers and assist with any queries they may have.
- Minimise customer complaints by dealing with issues calmly, fairly and efficiently.
- Represent The Paddington Bear Experience and The Path Entertainment Group.
- Inform customers of offers, promotions and upsell opportunities to maximise their retail experience.
- Report any antisocial or problematic behaviour to the on-site security team and Venue Manager, to ensure a safe and enjoyable experience for all customers.

Operations

- Ensure cleanliness and tidiness across the shop floor throughout the day.
- Support the Retail Manager on a rota basis, taking day-to-day responsibility for all aspects of the retail area, retail team, health & safety, and open/close-down.
- Ensure all areas are well stocked and POS areas are ready for operational hours.
- Observe and monitor stock levels and report to your Line Manager accordingly, to ensure orders have been placed in a timely manner and make them aware of any overstock or out of stock issues.
- Responsible for smooth daily operations of the department and team.
- Monitor sales and provide relevant feedback to your team and Line Manager.
- Responsible for enforcing cash handling procedures and PCI compliance.
- Ensure the Team is actively upselling with all guests.
- Complete regular stock count reports as and when required.



Financial

- Actively motivate team members to maximise revenue.
- Supervise the team to ensure focus when on the till to reduce errors.
- Ensure all till discrepancies are properly correct and communicated to your Line Manager accordingly.
- Achieve budgeted SPH targets and provide suggestions and action plans to drive performance.
- Provide feedback on store operations and financial performance to your line manager.

People

- Build and develop a team that work together collaboratively, support and communicate effectively.
- Create a team that promotes and enthuses the core values of fun, friendliness and community, to continue the immersion before and after The Paddington Bear Experience.
- Rota your team accurately, fairly and efficiently, ensuring all positions are filled and breaks are adhered to.
- Monitor Sales and feedback to the team and set challenging targets.
- Monitor and identify training needs and development opportunities, to establish a confident and competent team.
- Ensure there are regular team meetings to encourage open communication, promoting our company processes of listening and respecting all team members.
- Act as an intermediary between the Retail Team and the Management Team.

General

- Ensure you and your team adhere to the uniform policy and personal hygiene is kept to a high standard.
- Ensure Health & Safety remains the number one priority.
- Report any first aid, hazards or 'Near Misses' to your line Manager, and actively promote this approach amongst the team.
- To do any reasonable duty as detailed by the management team of the attraction and support the operation as and when required.

Key Performance Indicators

- Achievement of income targets
- Maintaining budgets and staffing costs.
- Effectiveness of line management, staff morale and retention
- Guest review comments and scores
- Effectiveness of internal relationships and communications
- Success of individual projects across the Guest Experience journey
- Accuracy, relevance and timeliness of regular retail and budget reports



I have read, understood and agreed this job description of: **Retail Supervisor**

Signed: _____

Print Name: _____

Dated: _____