

THE VIEW

FROM THE SHARD

Designed by Master Architect Renzo Piano, The Shard has redefined London's skyline and quickly established its place as a dynamic symbol of London. At a height of up to 800ft or 244m, and at almost twice the height of any other vantage point in London, visitors will experience unrivalled 360 degree views over the city for up to 40 miles on a clear day. Surrounded by the city's most notable attractions, the high-life awaits you at The View from The Shard.

JOB DESCRIPTION

Job Title: Retail and Merchandising Manager
Reports to: Head of Operations
Reports: Guest Experience Ambassador (indirect)
Hours: 42.5 hours per week on a roster pattern that will include weekends, bank holidays and evenings
Annual Salary: up to 45k (depending on experience)

THE PERKS

- 33 days Holiday (pro-rata)
- Length of Service Benefit – additional day holiday for every year (capped at 5 years)
- Employer pension contribution of 5% of your annual salary
- Private Medical Insurance
- Life Assurance
- Complimentary tickets to The View

ROLE PURPOSE

The Retail Manager is responsible for the entire retail function which encompasses the daily operation of the retail shop, tracking and analysing sales figures, sourcing products, and visual merchandising. Their responsibilities are to deliver a highly successful and profitable commercial Retail & Merchandise environment, and to motivate and train team members to ensure an effective profit driven retail operation and exceed guest expectations.

WHO WE ARE LOOKING FOR

You have a passion for retail sales, great brand awareness, a keen eye for detail, and an upbeat motivational manager. You have a background in retail and merchandise, can work well using your own initiative in a standalone role.

TO APPLY

Send your CV and a cover letter to jobs@theviewfromtheshard.com.



YOUR RESPONSIBILITIES

RETAIL AND MERCHANDISING

- Develop and implement retail and merchandising strategies that increase secondary spend and improve penetration.
- Create eye-catching store layouts and merchandise displays that showcase our brand and aesthetic of The View from The Shard
- Propose and implement revenue generating initiatives, such as new product lines, promotions, clearance and targeted offers which drive sales
- Manage projects relating to the retail store; planning, management of tasks and resources, tracking and communicating to key stakeholders
- Create visual merchandise guidelines to ensure the shop is well presented with correct signage
- Create and maintain relationships with suppliers and negotiate the costs of inventory
- Sourcing and buying all products for the retail shop
- Develop new innovative, unique and premium products line/ranges,
- Collaborate with the marketing department to plan and ensure appropriate levels of support for sales, product launches, and similar promotional campaigns
- Preparing annual budgets, and presenting them to the relevant stakeholders
- Track inventory movement and identifying trends and monitoring supply and demand
- Analysis sales figures and forecast future sales
- Present and interpret sales reports and associated data to provide insight and guidance on how to improve sales, product offerings and similar
- Ensure a smooth running of the retail shop; ensuring team members are following correct processes, till operating procedures and guest engagement
- Train and motivate the team to proactively recommend and upsell products to guests, providing expert product knowledge and excellent guest services
- Be responsible for timely stock replenishment on the sales floor and ordering of stock in an appropriate and timely manner
- Submit requests for PO's in accordance with company policy
- Identify, record and rectify any issues stock issues
- Manage logistics, ensuring all goods are received, processed and stored correctly and replenishment when required
- Manage and fulfil web orders on a timely basis
- To resolve customer complaints and queries sympathetically
- Provide suggestions for increasing revenue generation or for creating new revenue generation streams
- Manage retail stock count processes
- Serve guests at purchase points and process credit/debit card and cash transactions
- General administration duties relating to the retail function including, System Administrator for the retail system, key liaison for internal transfers



HEALTH & SAFETY

- Adopting the role of 'Bronze or Silver Command' in an Incident Management Situation by implementing key decisions and instigations made by the Senior Management Team.
- Support the Operations team with developing a comprehensive set of Standard Operating Procedures (SOP's) relating to retail and ensuring these are practiced
- To undertake and ensure compliance with Health, Safety and Fire procedures
- Assist with the preparation of emergency and evacuation procedures
- Ensure that all areas of the attraction are clean, safe, tidy and hazard free

YOUR SKILLS AND EXPERIENCE

- A background in retail and merchandising
- Creative and detail-oriented
- Ability to develop and create retail strategies with the aim of increasing revenue
- Experienced in creating financial reports and analysing sales figures
- Experienced in sourcing products and suppliers
- Experienced in project management
- Experienced in stock management and stock counting
- Demonstrable evidence of delivering premium customer service and maximising revenue generation in a commercial environment
- Experience in operating retail systems and processing credit/debit card transactions
- Ability to motivate the team interactive style to increase sales and ensure efficiency
- Ability to work effectively in a team with good leadership and motivational skills
- Strong interpersonal skills with competence in building and maintaining effective working relationships at all levels of the organisation and with external stakeholders
- Excellent communication, customer service and influencing skills, communicating clearly and confidently to a diverse range of guests, staff, peers and managers verbally and in writing
- Exemplary personal presentation standards
- Proficient in the use of IT, able to design and maintain spread sheets and analyse data produced with a good working knowledge of Microsoft Office with the ability to quickly and easily learn other software
- Use telephones, radios, computers and other technology as required, to aid carrying out your duties

