

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 Supervisor
Reports to:	Retail Operations and Merchandising Manager
Reports:	Guest Experience Ambassadors (indirect)
Hours:	42.5 hours per week on a roster pattern including weekends, bank holidays and evenings
Salary:	up to £32,000 per annum

THE PERKS

- 33 days Holiday
- Length of Service Benefit – additional day holiday for every year (capped at 5 years)
- Private Medical Insurance for you and your family
- Employer pension contribution of 5% of your annual salary
- Complimentary tickets to The View and 40% staff discount
- Employee Assistance Programme
- Perkbox Membership
- Life Assurance

ROLE PURPOSE

You will play a vital role in the smooth, day-to-day operation of our retail shop, helping to create an inviting and exceptional shopping environment. Your attention to detail will ensure the shop is always in an immaculate condition, with products perfectly showcased according to our merchandising plans. By working closely with the Guest Experience Team, you'll contribute to delivering outstanding service, while actively promoting products and seizing every opportunity to enhance sales. Additionally, you'll support key back-office operations, including deliveries, stock management, and warehouse organisation, helping to ensure everything runs efficiently behind the scenes.

WHO WE ARE LOOKING FOR

You have a passion for retail and are meticulous when it comes to retail displays. You are engaging, welcoming and dedicated to delivering fantastic guest experiences. With sales in mind, you are able to motivate and encourage the team to drive revenue and upsell. You work exceptional well in a team environment and enjoy collaborating with co-workers to achieve outstanding results.



KEY RESPONSIBILITIES

- Ensure the shop is well presented, ensuring the full selection of products and signage is displayed in line with the Merchandising guidelines.
- Proactively recommend and upsell products to guests, providing expert product knowledge and excellent guest services.
- Support with the merchandising of promotional activities, collaborations and seasonal displays.
- Maintain a high standard of store presentation, ensuring the store is clean, organised, and visually appealing at all times.
- Track sales targets and communicate to the team.
- Motivate the team to upsell products and reach sales targets through motivation and coaching.
- Collaborate with the Guest Experience Team to deliver an efficient running of the retail operation and an excellent standard of guest services.
- Oversee the running of the retail shop, ensuring team members are following correct till and transaction operating procedures.
- Provide ongoing retail till system and product training, and provide support to team members.
- Deliver trading actions, price amendments and retail promotions
- Support with a smooth running of logistics, ensuring all goods are received, processed and stored correctly and replenishment when required.
- Stock control; inventory management, replenishments, and investigating and rectifying of discrepancies.
- Resolve on-site customer complaints relating to retail.
- Serve guests at purchase points and process credit/debit card and cash transactions.
- Provide suggestions for increasing revenue generation or for creating new revenue generation streams.
- Supervision of retail stock counts.
- Key liaison person for internal transfers.
- Ordering of retail stock and packaging requirements.
- System Administrator for the retail system.
- Support the Operations management team with developing a comprehensive set of Standard Operating Procedures (SOP's) relating to retail and merchandising.
- Undertake and ensure compliance with Health, Safety and Fire procedures.
- Assist with the preparation of emergency/evacuation procedures.
- Support with the controlling crowds - organising queues, and managing guest flow.
- General administration duties relating to the retail function.



SKILLS AND EXPERIENCE

- Previous experience in supervising a team within a retail environment.
- Demonstrable evidence of delivering excellent customer service and maximising revenue generation in a commercial environment.
- Experienced in stock management and stock counting.
- Experience in operating retail systems and 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.
- Good knowledge and experience of providing premium customer service.
- 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 in English to a diverse range of guests, staff, peers and managers verbally and in writing.
- Exemplary personal presentation standards.
- 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.

