

## JOB DESCRIPTION

**Post:** Sales Manager, London Shops

**Department:** Tate Enterprises

**Reporting to:** Retail Manager

**The Company** ***Tate Enterprises** is a wholly owned subsidiary of Tate. Work at Tate Enterprises ranges from publishing, retail and merchandising roles to operations, finance and licensing.*

*Tate Enterprises shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern and contemporary art. Its role is to maximise profits and extend the value of the Tate brand, to support Tate's work and collection.*

**The Department** ***Tate's Retail team** provides first-rate service to around a million customers a year at the shops in Tate Britain, Tate Modern, Tate Liverpool and Tate St Ives. They include the shop floor teams, senior staff and supervisors led by site management teams, all reporting into the Retail Director.*



### **The Disability Confident Scheme**

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.

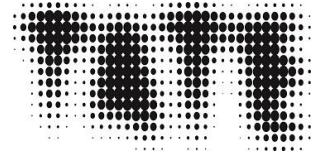
**Purpose of the job:** Reporting to the Retail Manager, the Sales Manager achieves sales budgets and delivers the Company business goals through empowered and motivated sales teams. The incumbent supports the Retail Manager in all aspects of the day to day running of the shops at either Tate Britain or Tate Modern and will be expected to deputise for the Retail Manager or Senior Sales Manager in their absence.

### **Main responsibilities and duties**

In addition to the duties listed below, you will oversee either one shop within a site or a large section within that shop and be responsible for stock holding, stock turn, and sales against budget and display standards within that shop, under the direction of the Retail Manager. Hours will include working some late shifts and weekends.

### **Staff**

- Instruct, train and supervise Team Supervisors and staff, in liaison with the Retail Manager, Senior Sales Manager and the People team



- Drive forward the development and success of the team through the Company's Behavioural Framework and Performance Reviews
- Implement the shop rota to ensure that the shop floor is adequately staffed particularly during lunch and tea breaks.
- Ensure a high standard of discipline with regard to presentation, time keeping and attendance.
- Ensure good communication and collaboration between management, union and retail staff.
- Empower and motivate the team to deliver the Company's sales targets and business goals by leading from the front

### **Customer Service**

- Proactively encourage a culture of enhancing the visitor experience and ensure your team is delivering excellent standards of customer service in accordance with the Customer Service Commitments
- Maintain good customer relations, acting as a point of contact between the shop floor and senior management in the event of complaints and suggestions by members of the public.
- Aid in the delegation of duties and optimising of the daily rota to ensure a high level of customer service throughout the day.

### **Stock**

- Supervise accurate stock reordering necessary for achieving sales budgets.
- Ensure accurate preparation for biannual stock takes within area of accountability.
- Assist with the biannual stock take
- Ensure rolling stock checks are carried out in order to maintain accurate stock records.
- Develop an excellent knowledge of Tate product and ensure that such knowledge is shared with the shop staff.

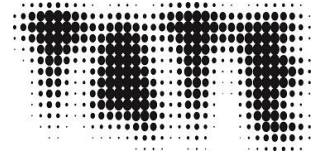
### **Monies**

- Ensure the Cash Handling Procedures are adhered to all times, thoroughly following up on errors or discrepancies.
- Help with the punctual opening and closing of the shops each day and in the transport of floats to and from the cash room.
- Assist with the cashing up procedures at the end of each day.
- Supervise cash transactions generally.
- Oversee change requirements as necessary.
- Train staff to ensure accurate and efficient till operation.



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### **Security and Maintenance**

- Ensure that stock losses are kept to a minimum by maintaining a high level of staff awareness and alertness.
- Report all thefts and potential thefts to the Retail Manager.
- Aid in compliance with any health and safety regulations.

### **Display**

- Support the Retail Manager in evaluating and arranging displays, in consultation with the Retail Director, Product Developer and Visual Merchandiser.
- Ensure high standards of housekeeping throughout the department and back of house are maintained
- Support the Retail Manager and VM Manager in planning displays around seasons, exhibitions, new product launches etc.

### **General**

- Assist in all possible ways with the smooth running of the shops by ensuring excellent communication between staff and management, and staff and the Gallery.
- Undertake any other appropriate duties in consultation with the Retail Manager.

Tate is proud of its commitment to diversity and inclusion which is set out in our Tate for All strategy. This strategy aims to improve diversity and inclusion at Tate through a process of organisational change and to make diversity and inclusion part of everything we do. Tate therefore expects all of its employees to actively contribute to promote diversity and inclusion as part of their role

### **Person Specification**

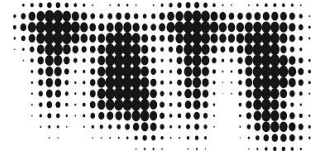
#### **Essential:**

- Proven retail experience at a supervisory level in an FMCG or busy high-profile shop
- Competence with an EPOS system and computerised stock control and reporting
- Experience of closely managing stock and stock availability
- Ability to work to a sales budget and demonstrate year on year successes
- Ability to recognise poor performing areas and seek prompt, effective solutions for improvement
- Ability to motivate and performance manage a team of full- and part-time staff, including Team Supervisors
- Effective management of a team selling a broad range of stock.
- Ensures a high standard of self-discipline with regard to presentation, time management and attendance, and encourages others to do the same



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- Excellent verbal and written communication skills, demonstrating the ability to communicate effectively and positively at all levels across the gallery and other stakeholders, all staff, suppliers, customers and visitors
- Experience of creating a working environment that encourages equality, diversity and inclusion and the ability to create an inclusive, respectful culture within a team
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect
- High level of customer service, and ability to develop a culture of enhancing the visitors' experience
- Constant improver of product knowledge and a proven knowledge-sharer
- Aptitude for effective visual merchandising
- Demonstrate good planning and prioritisation skills
- Intermediate competence with MS Office programs
- Hard working and flexible

#### **Desirable:**

- Retail experience gained within the cultural sector
- Knowledge and appreciation of Art
- Experience in a multi-site retail operation
- Experience gained at Tate Enterprises will be highly beneficial

#### **Competencies:**

- Has a desire for success and inspires the same in others
- Coordinates cross-functional activity to achieve goals effectively
- Has the necessary emotional resilience and ability to deal with difficult situations
- Has a collaborative approach and proactively develops and maintains effective relationships
- Possesses analytical skills, with a view to constant improvement
- Ensures that all relevant stakeholders have access to pertinent information to enable good quality solutions to be developed
- Identifies, anticipates and exceeds customer expectations
- Actively pursues opportunities to develop or enhance personal capabilities
- Manages performance issues effectively
- Ensures compliance with organisational policies and procedures
- Anticipates obstacles to change and supports others in understanding change
- Ensures the team understand their part in the company plan and vision
- Promotes Tate's Dignity and Respect policy in all their activities



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