



## JOB DESCRIPTION

**Post:** Team Manager, London Shops

**Department:** Tate Commerce

**Reporting to:** Floor Manager/Deputy Head of Retail Operations

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

*Tate Commerce 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 team managers 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 Scheme Symbol.

**Purpose of the job:** The Team Manager is a shop floor focused role, leading the retail teams to deliver the best possible visitor experience in-store, whilst supporting the Floor Manager with the day-to-day operational needs including the supervision of the opening and closing processes.

The Team Manager supports the Floor Manager in achieving Company sales budgets, business goals and delivering year on year success, through well-motivated and engaged sales teams.

### Main responsibilities and duties

#### **Staff**

- Lead by example at all times. Motivate and inspire your team using the Company's Behavioural Framework and where possible, recommend available training opportunities.



- Ensure a high standard of discipline with regard to presentation, time keeping, attendance and behaviours/conduct at work
- Ensure good communication and collaboration between management and staff
- Empower and motivate the team to deliver the Company's sales targets and business goals by leading from the front
- Provide team and individual training where necessary to enable your sales team to carry out their roles and responsibilities correctly and in accordance with Company procedures
- Support the management team with the recruitment and selection of the retail team.
- Assist and supervise with the induction and training of new staff members.
- Lead your team to deliver the Company's Customer Service commitments, sales targets and business goals
- Conduct bi-annual staff performance reviews and regular monthly 1-2-1s meetings, ensuring they are on time, with SMART objectives and followed up as required
- Support the management team when required with the day-to-day operations of the shops. This will include actioning the staff rota on the tills each morning and amending the absences spread sheet when necessary to accommodate staff absence, reprint hard copy for each shop to record poor punctuality and amend rotas due to lateness or absence.
- Print off the hours report and file
- Carry out shift briefings with the retail team

## Customer Service

- Lead your team to provide exemplary standards in customer service when engaging with a customer, processing a sale, answering queries and taking orders, and by providing information both about the shop and its products and the Gallery in general.
- Be well versed in all Tate Commerce' service procedures such as special orders, custom prints, VAT refunds, discounts, etc.
- Support Tate Commerce' Customer Service Commitments at every opportunity

## Stock

- Ensure maximum stock availability at all time through analysis of data and collaboration with relevant support departments. Develop a good knowledge of Tate product, so that customers may be informed of any relevant information.
- Support the sales team with restocking deliveries and merchandising of stock
- Ensure that all goods are properly sold through the tills, so that accurate stock records may be maintained.
- Help to carry out rolling stock checks and the preparation and execution of annual stock takes. This will include carrying out returns and writing off damaged stock.



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- Support the management team in processing stock orders to achieve optimum availability
- Support the management team with the day-to-day operations of the shops, this will include:
  - Lead the transport of empty cages and barrows to the loading back each morning when on the opening shift
  - Receive the morning delivery and deploy sales team to each shop for processing
  - Collection of the daily delivery invoices
  - Goods-in the daily delivery with any amendments from the retail vs warehouse expectation report and file in the delivery file.

## Display

- Support the Floor Manager in evaluating and arranging visual merchandising displays, in consultation with the Head of Retail Operations, VM manager and Visual Merchandisers.
- Maintain high standards of housekeeping throughout shop/department and back of house stock areas.
- Support the Floor Manager with executing visual displays around seasons, exhibitions, new product launches etc.

## Monies

- Ensure an accurate and thorough approach to all money handling processes and till transactions.
- Support the Floor Manager with the punctual opening and closing of the shops each day.
- Ensure change requests are carried out correctly when carrying out change runs.
- Ensure transfer of monies at the end of the day, ensuring closing processes are carried out correctly.
- Ensure figures entered onto the cash system each morning are accurate and reconciled, if working the opening shift.
- Ensure shop safe is counted and verified each morning with discrepancies notified to the Floor Manager/Deputy Head of Retail Ops.

## Security and Maintenance

- Ensure that stock losses are kept to a minimum by maintaining a high level of awareness and alertness within the sales team.
- Report all thefts and potential thefts to the Floor Manager.
- Collection and safe guard of the shop keys from security when on the opening shift, and ensure safe return of shop keys to security when on a closing shift.
- Safe guard the counter cache and shop safe keys to and from the cash room safe



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- Work closely with health and safety reps, aiding the compliance with any health and safety regulations

## General

- Support the management team in the day-to-day operations of the retail shops, including logging into custom print and book token till files each morning to accommodate the day's sales.
- Support the Floor Manager with the opening procedures on early shifts, including managing the opening team resource, overseeing stock coming into the business, carrying out administrative duties, and checking the staff rota for the day.
- Support the Floor Manager with the closing procedures, clearing the shops efficiently, cashing up all of the tills and ensuring the sales team recover the shop from the day's trade.
- Carry out, delegate or supervise projects as required by the Floor Manager and Senior Management Team.
- Use time effectively off the floor to manage emails and administrative duties
- Be an ambassador for Tate Retail, the brand and the Gallery in general. Leading by example, demonstrating the Company's Behaviour Framework across all aspects of your role including appearance, timekeeping, attendance and approach to your work and the Gallery.

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:

- Substantial retail experience gained in an FMCG or busy high-profile shop
- Experience of line management. Conducting 121s and performance reviews
- Previous experience as a Supervisor or Team Manager
- Lead by example by delivering excellent standards of customer service.
- Experience of working with EPOS, computerized stock control and EPOS reports
- Demonstrate an aptitude for leadership
- Excellent verbal and written communication skills, demonstrating the ability to communicate positively at all levels across the gallery and other stakeholders, all staff and customers and visitors



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- Demonstrate that you are a strong team player, working in a collaborative way within a diverse team, treating all colleagues with dignity and respect
- You will have an open, friendly and confident approach, able to communicate effectively to achieve maximum commitment and loyalty from your team.
- Ability to analyse and interpret sales reports and financial information
- Demonstrate a highly commercial aptitude
- Passionate about raising revenue for Tate
- Ensures a high standard of self-discipline with regard to presentation, time management and attendance, and encourages others to do the same
- You will need to be hard working and flexible to ensure the shops are adequately supervised.

#### Desirable:

- Experience gained within the cultural sector
- Team Manager experience gained in a retail environment
- Experience of working across multiple sites or multiple outlets.
- Experience of creating a working environment that encourages equality, diversity and inclusion and the ability to create an inclusive, respectful culture within a team
- Previous experience of managing individual performance and conducting performance reviews
- Previous experience of recruitment
- Previous experience of delivering training or presenting briefings

#### Competencies:

- Is passionate about the company vision, values and direction
- Committed to supporting the team to achieve its aims and goes the extra mile
- Adapts quickly and flexibly to new demands and challenges
- Works positively and effectively within a multidiscipline team
- Recognises the importance of tailoring their communication style to get better results
- Proactively develops and maintains effective relationships
- Promotes Tate's Dignity and Respect policy in all their activities
- Develops better and more efficient ways of doing things
- Creates a culture and environment that encourages innovation, creativity and positive approach to change
- Evaluates their own development



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