



JOB DESCRIPTION

Post: Trading Support Manager

Department: Retail, Tate Commerce

Reporting to: Head of Retail

Responsible for: Floor Managers; Apprentice Administration and Operations Manager

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.

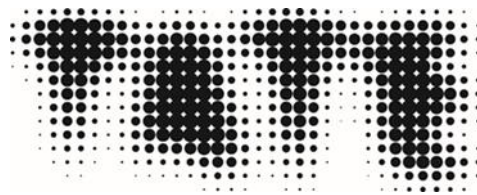
The Department Our Trading department in Tate Commerce covers retail, visual merchandise and our online shop and engages with Tate's visitors through our outlets, extending the visitor journey beyond the galleries and maximizing revenue and visitor satisfaction. We work closely with the wider Trading Team and other front of house teams to deliver an outstanding experience to all of Tate's visitors. We are a large and diverse team of customer-focused professionals, passionate about delivering exceptional customer experiences and generating income that supports the work of Tate.



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.





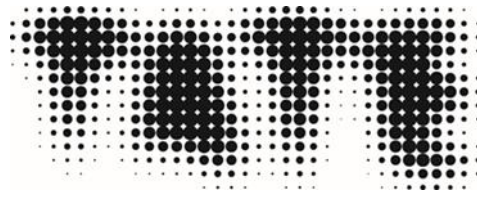
Purpose of the job:

The Trading Support Manager is an integral part of the Trading Leadership team, they ensure smooth operational running of the business, and work with the Trading Team to deliver the strategic aims of the department, centered around our three key channels: People, Customer, Profit.

The Trading Support Manager champions the empowerment of our trading teams and elevates customer experience. Working collaboratively across the organisation to resource and implement engaging experiences, inspiring both our team and our visitors. They will lead by example embodying Tate's values, and being an advocate for equality, inclusivity, and diversity.

Main duties and responsibilities:

- Manage the Retail Floor Manager team; coach, develop and support line reports to enable them to successfully carry out their role
- Lead on one of the three Trading Support Managers area's of focus: People, Commercial or Projects
- Collaborate with the Trading Leadership Team, to create and contribute to the Tate Commerce trading calendar and programme of promotional activity, and support the Retail Team to ensure activity is adequately resourced
- Manage resourcing requirements in the Retail Team, controlling costs whilst also ensuring adequate staffing levels to support retail activities and the delivery of excellent customer experience
- Actively identify commercial opportunities and design activities consistent with Tate's values, strategy and business needs
- Publish and co-ordinate trackers to ensure trading projects are implemented within an agreed timeframe and budget
- Collaborate with colleagues across front of house and trading teams to empower the Retail Team to deliver excellence in customer experience across training, technology, our processes and communication
- Motivate and empower the Trading Team through engagement and recognition, actively seeking feedback and maintaining open channels of communication
- Develop and sustain successful relationships with a range of stakeholders within the trading, publishing and merchandise departments in Tate Commerce.
- Create a constant flow of communication within the trading teams by attending and/or facilitating workshops, meetings, and briefings.
- Inspire customer facing teams through new tools and creative ways to engage with customers on the shop floor.
- Review brand and promotional activities and compile data and insights to shape future activity.
- Support the Retail Management Team in the creation and analysis of KPIs, using data to recommend or make strategic commercial decisions
- Working with stakeholders, facilitate opportunities to create experience to drive customer engagement.



- Work with the Trading team to ensure all activity is compliant with Tate's Health & Safety, GDPR, cash handling and security policies.
- Ensure high brand standards are maintained throughout all shops and across all trading activity
- Work with Floor Managers and the People Team to ensure all relevant training is up to date
- Support the Retail Management Team in supervising use and maintenance of company assets, including but not limited to IT equipment, furniture and fixturing, stockholding etc.
- Oversee planning of regular stock-takes and bi-annual stock-takes
- Engage and/or lead on other trading projects and objectives on an ad hoc basis.

What you will bring to the team:

- Management experience leading diverse teams, ideally gained within a commercial setting and the ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect
- Ability to motivate and inspire teams to deliver business goals
- Proven experience in planning and the delivery of projects while engaging and influencing all necessary stakeholders, organisational skills, high standards of accuracy and attention to detail
- Able to work unsupervised to a high level, to prioritise to deadlines, make decisions independently and to work across multiple projects simultaneously
- Excellent interpersonal skills, including negotiation skills, with the ability to achieve consensus among a number of different teams.
- Proven experience in planning and managing costs
- Actively encourage new ways of thinking and working
- Experience of leading and engaging teams and proven commitment to proactively developing people
- Proven experience of analyzing and utilizing insights from data and other performance indicators
- Resilience, openness to change and ability to think creatively
- Demonstrable understanding of equality, diversity, inclusion and accessibility and delivering progress in these areas
- Technically proficient, proven capability in the use of commercial systems, reporting software and Microsoft Office suite
- A passion for and commitment to the work of Tate