

JOB DESCRIPTION

- Post:** Retail Supervisor, London
- Department:** Retail London, Tate Commerce
- Reporting to:** Floor Manager
- Reporting for:** Retail Assistants

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.

We are committed to reducing our carbon footprint and protect the environment and expect all staff to adhere to our Environmental Policy which can be found [here](#).

The Department The Retail Team 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 Tate Commerce colleagues 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 an exceptional customer experience and generating income that supports the work of Tate.

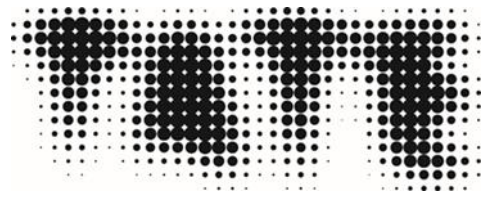


The Disability Confident Scheme

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 Supervisor is a shop floor focused role, leading the retail teams to deliver the best possible visitor experience in-store, championing exemplary customer service and driving sales from the front. The Supervisor will be a visible point of contact and support for the Retail Assistants whilst assisting the Floor Managers with day-to-day operational needs and business goals.





Main Responsibilities and duties:

In addition to the duties listed below, you will support the daily running of retail operations through the motivation and empowerment of the Retail Assistant team. This includes: customer experience, display standards within the shops, cash handling and delivering KPI targets under the direction of the Retail Leadership Team. Hours include weekend working, late and early shifts.

People

- Empower and motivate retail teams to deliver company goals and objectives whilst demonstrating Tate's values and behaviours
- Supervise daily retail operations, maintaining effective communication and collaboration between the Retail team and other operational and Front of House teams
- Manage a team – including managing probationary periods, holding Personal Development Reviews supported by one-to-ones throughout the year
- Ensure a high level of discipline relating to presentation, time and attendance, and behaviours at work, ensure the team also adhere to these standards
- Support performance management of shop floor teams, ensuring all training is up to date and new appropriate training is recommended and completed
- Support recruitment processes including shortlisting, selection, onboarding and inductions
- Ensure compliance in health and safety; data protection and GDPR; cash handling and security policies
- In the absence of a Floor Manager, lead and inspire a busy team to deliver work to a high standard

Customer

- Proactively lead shop floor teams to deliver excellence in customer experience, fostering a culture of innovation and engagement
- Supervise and maintain high standards of housekeeping and visual merchandising in retail spaces
- Build and maintain excellent relationships with our customers; as an ambassador for the Tate brand you will be a point of contact for both customers and internal teams

Profit

- Support day to day operations of the shops, including but not limited to, cash handling procedures, duty managing, supervising deliveries and stock movements, ordering and general administrative tasks
- Lead the Retail Assistant team to deliver sales budgets and KPI targets
- Develop and maintain a thorough knowledge of all Tate Shops merchandise, and coach your team to develop such knowledge
- Support the shop floor team with merchandising stock, replenishment and deliveries



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- Proactively monitor stock levels, ensuring accuracy in stock movements and carrying out rolling and biannual stocktakes
- Ensure stock loss is kept to a minimum by accurately carrying out stock movements, acting vigilant and maintaining a high level of awareness within the shops and maintaining high levels of customer service. Report any losses appropriately
- Generate sales leads and initiatives, influencing the team to try new sales techniques and empowering the team to increase sales
- Support the delivery of any other projects and objectives on an ad hoc basis

What you will bring to the team

- Supervisory experience, ideally gained within a commercial setting and a passion for leading large and diverse teams
- A commitment to proactively developing team members
- Ability to motivate and inspire teams to deliver business goals
- Demonstratable understanding of equality, diversity, inclusion, and accessibility alongside a commitment to delivering progress in these areas
- Excellent interpersonal and collaboration skills, ability to work successfully with and influence stakeholders and colleagues
- Resilience, openness to change and ability to think creatively
- Ability to work unsupervised and make decisions independently where necessary
- High personal standards of customer service, and ability to develop a culture of enhancing the visitors' experience
- Experience working closely with stock and maintaining high retail standards
- An understanding of commercial KPIs
- Technically proficient: proven capability in the use of EPOS systems and Microsoft Office suite
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect
- A passion for and commitment to the work of Tate
- Ability to work flexibly on a rota pattern, including working weekends, public holidays and early morning or late evening shifts



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