ENGLISH HERITAGE

Job Title: **Visitor Welcome and Retail Supervisor**

Location: **Kenilworth Castle**



ABOUT KENILWORTH CASTLE

First built in the 1120s and a royal castle for most of its history, Kenilworth Castle was expanded by King John, John of Gaunt and Henry V. In 1563 Elizabeth I granted it to her favourite, Robert Dudley, Earl of Leicester, who converted the castle into a lavish palace fit to entertain his queen.

Today the site welcomes c.110,000 visitors a year to explore the mighty medieval keep, climb up Tudor towers built by Leicester to court Elizabeth I and wander through the beautifully recreated Elizabethan garden. There is a shop, exhibition and tearoom and the site also host an event programme.

You will be responsible for managing the front of house team to provide an exceptional welcome to all visitors, promote the English Heritage membership scheme and manage the retail business through a team of staff to deliver c.£350,000 retail and membership income p.a.

EVERYONE'S WELCOME

We are passionate about ensuring we are an organisation where everyone is valued, respected and supported for their unique contributions, this is why we put Equality, Diversity and Inclusion at the heart of how we innovate, inspire and involve the diverse communities we serve.

WHO WE ARE

English Heritage cares for over 400 historic monuments, buildings and places. Through these, we bring the story of England to life for over 10 million visitors each year. By joining us you'll be playing a vital role in looking after some of the greatest places in England so that they can be enjoyed today and for generations to come.

WE'RE FLEXIBLE

We are dedicated to the wellbeing of our employees. We recognise that people might have different needs to enable themselves to work at their best and balance both their life and work. We will actively support you to find the balance which enables you to thrive.

WE'RE DISABILITY CONFIDENT

We are positive about disability, committed to providing equality of opportunity and are proud to be part of the Disability Confidence Scheme, so if you have a disability, we would be happy to discuss reasonable adjustments that you might need, either as part of the application process, or the job itself.

ENGLISH HERITAGE

AS PART OF THE TEAM, YOU WILL:

People

- recruit, induct and train your team to drive performance across the visitor welcome, retail and membership sales standards.
- develop a high performing team.
- agree and monitor Performance Development Review.
- adopt a coaching and mentoring management style.
- schedule shifts to meet the needs of your shop(s) and your staff, in collaboration with the site management team.

Finance

- support the day-to-day delivery of retail and membership targets and the management of relevant expenditure budgets.
- follow organisational financial procedures and processes.
- support the monitoring of efficient and accurate stock and sales transactions and reconciliation through Electronic Point of Sale (EPoS).
- work with the site manager and Income Business Partner to produce a site membership sales plan.

Compliance

- support compliance with health and safety legislation.
- support compliance with licensing regulations, and, if required, complete alcohol licence training.
- help complete retail risk assessments and input into your site's overall high priority risks.
- support the maintenance of team training and trading records.
- contribute to accurate stocktaking.
- monitor cash handling procedures.
- Be responsible for the secure processing and storage of Members' personal data in line with GDPR legislation and English Heritage policy.

Visitor Experience

- lead your team to deliver an inspirational visitor welcome and experience through high standards of presenation and customer service.
- drive a high standard of visual merchandising.
- be an ambassador for English Heritage membership and champion the recruitment and retention of members.

Stakeholder Relations

- maintain positive relationships with key internal and external stakeholders.

Operations

- oversee the planning and management of all retail activity on site, in all permanent and pop-up locations.
- take on duty management responsibilities as required, including out of hours.
- manage the stocktaking and ordering of marketing materials, including the materials to support events.
- support other teams in your territory with front line sales at events.

ENGLISH HERITAGE

WHO WE ARE LOOKING FOR:

We're looking for someone who has experience of:

- supervising a team in a visitor facing and/or sales environment.
- working in a customer facing role, for example at a visitor attraction, café or shop, or in customer services.
- managing staff to deliver a consistently high standard of visitor experience.
- delivering sales training.
- generating profit by meeting revenue targets and controlling costs.

You must be:

- an excellent communicator with strong customer service skills.
- commited to continuous personal development.
- able to establish and cultivate relationships with customers and internal stakeholders.
- analtical and numerate, with the ability to assimilate information quickly and accurately.
- comfortable using basic technology (such as EPoS systems and tills, touch screen and mobile devices)

You must demonstrate our core behaviours of collaboration (how you work with others), innovation (how you work through change, developing new ideas and ways of working) and empowerment (how you make decisions and get things done) by:

- inspiring and motivating employees and volunteers.
- demonstrating committment to the vision and values of our charity.
- being articulate and presentable.
- role modelling high standards of integrity for everyone in your team.

WHAT WE CAN OFFER YOU:

- a comprehensive programme of induction and training including visitor experience, H&S, risk management, first aid, level 3 food safety*, level 2 HACCP*, salvage training.**
- level 3 and level 5 management apprenticeship schemes.
- Craghoppers uniform.
- tangible diversity and inclusion initiatives.
- employer matched pension contributions up to 10% (which can be paid by salary exchange) and life cover.
- 25 days annual leave allowance plus public holidays pro rata, rising to 28 days after 3 years' service, plus holiday purchase scheme.
- generous maternity/adoption/parental pay.
- parental leave/flexible working requests.
- employee assistance programme/occupational health service/free eye tests.
- free admission to EH properties/discounts in EH shops, cafes, holiday cottages and concerts.

*training for our managers with responsibility for F&B outlets

**training for our managers with responsibility for collections

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