

## JOB DESCRIPTION

### Retail Manager



#### About Painshill

Painshill is a Grade I listed 18<sup>th</sup> century landscape garden of international renown, attracting over 200,000 visitors a year. Inspired by landscape paintings and the Grand Tour through Europe, the Hon Charles Hamilton created Painshill between 1738 and 1773, as a living painting.

After years of neglect, the grounds fell into disrepair and in 1981, Painshill Park Trust was established to restore the landscape to its former glory. A registered charity, Painshill Park Trust is managed by a team of staff and volunteers dedicated to ensuring the history and heritage of Hamilton's vision for Painshill can be enjoyed by everyone 'walking around the work of art', discovering dramatic follies, calming waters and simply stunning views.

#### Reports to / Line Manager

Head of Visitor and Commercial Operations

#### Working Location

Visitor Centre, Painshill Park Trust Ltd, Cobham, Surrey KT11 1JE

#### Working Hours

5 days per week from Monday to Sunday according to roster

Requires ability to be flexible as required by the needs of the business as this role will involve regular weekend and bank holiday cover and some early morning and evening work.

#### Salary

£30,000 per annum (FTE)

#### Contract Type/Duration

Fixed term 6 month contract, subject to references and a two month probationary period

#### About the Role

Painshill has reached a stage in its evolution where the Trust are now planning for the next stage in its growth. The challenges to be met include developing the Retail experience to ensure the highest quality in all that is undertaken. The Retail Manager is a key role in the structure of Painshill working closely with Head of Visitor and Commercial Operations to oversee the retail delivery.

#### Retail:

- To ensure that all merchandise is accurately priced, ensuring the VSA's are aware of pricing procedures and monitoring that stock is entered into the EPOS system correctly
- Day to day responsibility of the Painshill shop, overseeing the till points and till systems where required
- Attend Trade shows and fairs to explore new lines and products
- Liaising with suppliers to create and design bespoke products to Painshill
- Liaising with current suppliers to negotiate best prices and discounts
- To monitor that displayed merchandise is to a high standard ensuring that all displays are stocked to agreed levels

- Hold weekly meetings updates with your line manager
- Creating product displays to attract customers
- Management of stock levels within the shop-floor and stockroom(s)
- Sourcing selection of products for sale in the shop, placing orders, receiving orders, checking stock and creating stock displays
- Promotion of good communication and team working with all staff and volunteers
- Communicating effectively with the wider Painshill team to ensure strong working relationships
- To ensure that all relevant point-of-sale material in use is correctly displayed and in date
- Liaise with the Head of Finance to organise a minimum of one annual stock-take of all merchandise for accounting and audit purposes
- Management of orders and deliveries documentation for the finance department
- Management of Retail budget
- Ensure all cash handling, banking and associated paperwork is undertaken in a timely manner in accordance with a safe, sound, financial practice
- Perform other duties and tasks as may reasonably be requested by your line manager
- Flexible working attitude as this role is likely to develop as Painshill continues to grow

#### **Duty Management:**

- Working alongside the Visitor Experience and Volunteer Manager to ensure high quality customer care along with the rest of the Duty Management team
- Leading by example, ensure high standards of customer care for all visitors by, motivating and, where appropriate, training VSAs
- Working alongside the Visitor Experience and Volunteer Manager to maximise Gift Aid income opportunities on site
- Ensure all cash handling, banking and associated paperwork is undertaken in a timely manner in accordance with a safe, sound, financial practice
- Assisting with the effective delivery of the Volunteers and VSA's, ensuring everyone is working to highest standard
- Being part of the Visitor Centre Duty Management roster
- Help in promoting good working practices and Identifying training needs and opportunities to develop new skills
- Being responsible overall for the Visitor Centre and Painshill activity on any given day
- Be responsible for staff, volunteer and visitor safety and have a good understanding of fire evacuation, first aid and emergency procedures

#### **Skills and Experience**

- Professional experience of working within the heritage/visitor/hospitality/retail sector a benefit
- Experience in a customer facing / visitor facing role
- Able to deal with the public in face-to-face situations, deliver a high standard of customer care, assess and manage risk and have knowledge of Health and Safety procedures
- Ability to communicate effectively, build relationships with others and work within a team
- Experience of managing budgets and finance
- Good IT skills and strong written skills
- Due to the location of Painshill and hours of work, own transport is recommended

*This job description covers the main duties and responsibilities of the post and is not intended as an exhaustive list.*

**Benefits of working at Painshill**

- 25 days annual leave, FTE, plus statutory holidays (pro rata for part time staff)
- Free onsite parking
- Employee Assistance Programme
- Training/CPD
- Entry to Painshill for staff and immediate family on non-working days
- Discount in Painshill's Garden Shop & Tea Room