

# Turner Contemporary

## **JOB DESCRIPTION**

**Job Title:** Retail Manager

**Responsible to:** Deputy Director

**Responsible for:** Retail Team

### **Purpose of Job/Key objectives**

Turner Contemporary's retail operation is operated through Turner Contemporary Enterprises and generates a vital commercial income to support our charitable objectives. The Retail Manager has overall responsibility and accountability for the management of the Turner Contemporary Shop and retail team, working across the organisation to develop a retail offer which reflects Turner Contemporary's brand, our changing exhibition programme and which meets the needs of our diverse audience.

A creative individual with a passion for retail, the Retail Manager will have responsibility for all product selection and development, product merchandising, setting, achieving and exceeding financial targets, developing the online retail strategy, stock management, developing and implementing effective retail management systems and processes, and contributing to the overall visitor satisfaction of Turner Contemporary.

### **Principal Duties/Tasks and responsibilities**

#### **Retail Management**

- Create a unique retail experience in line with Turner Contemporary's brand
- Develop Turner Contemporary's retail strategy in line with colleagues, ensuring regular reviews and updates as required
- Manage the shop to ensure a creative and inspiring layout, lighting and stock display
- Set the pricing strategy to meet the needs of Turner Contemporary's audience
- Review the existing retail staffing arrangements and working with the Deputy Director and Operations Manager to implement a new staffing structure
- Work with the Operations Manager to train, brief and manage the Retail Team ensuring first-class customer service and motivating the team to increase sales and ensure efficiency
- Work with the Retail Assistant to develop, implement and manage the online shop

## Finance

- Set annual trading budgets and targets
- Full responsibility for managing the Retail trading budget and profit and loss account, monitoring performance against agreed Key Performance Indicators (KPI's)
- Develop and maintain suitable measures and systems for controlling stock control, to ensure sufficient levels of stock at minimum stock holding and to keep write-off stock to a minimum.
- Analyse sales figures, interpret trends and forecast future sales volumes in order to maximise profits
- Maximise retail turnover and profit working to grow the business in order to support Turner Contemporary's ongoing financial viability
- Assist the Senior Management Team to identify potential income generation opportunities from alternative commercial sources to ensure the organisation's long-term financial viability
- Work with the Head of Development to ensure fundraising and business development activities are complementary and all potential income generation activities are exploited
- Ensure effective systems for cash handling and retail banking are in place, reviewing and updating business processes as necessary

## Product selection and development

- Ensure that the shop offers visitors a range of products at appropriate pricing levels and meets the organisations income targets
- Managing the product mix to ensure an imaginative, innovative and exciting range of products which reflect the Turner Contemporary brand, linked to the exhibition and public programme, seasonality, audience type and Turner Contemporary specifically
- Manage product selection and development in line with budgets
- Identify new product opportunities working with artists and designers to develop a retail offer which reflects Turner Contemporary's brand
- Work with the Programme Team to develop limited edition commissions and multiples from exhibiting artists

**NB this job description is provided to assist the post holder to know their principal duties. It may be amended however from time to time in consultation with you, by or on behalf of the Director of Turner Contemporary without change to the level of responsibility appropriate to the grading of the post.**

## Person Specification

Specification	Essential	Desirable
<p><b>Qualifications</b></p> <p>Educated to A-Level or equivalent professional qualification, or previous senior experience with accountability for the profitability and management of a retail operation</p>	✓	
<p><b>Skills:</b></p> <p>Product selection and development to appeal to Turner Contemporary's audience and to reflect the brand, whilst identifying new commercial opportunities</p> <p>Creative merchandising</p> <p>Recruiting, managing and leading successful teams</p> <p>Motivational and engaging leadership</p> <p>Knowledge of consumer spending trends and buying patterns</p> <p>Budget management and planning</p> <p>Excellent communication skills both verbally and in writing</p> <p>Good IT skills</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Work Experience:</b></p> <p>Experience of retail management</p> <p>Experience of retail management within a gallery, heritage or visitor destination</p> <p>Buying experience in gifts, books, accessories and jewellery</p> <p>Product development using lead images and themes, including managing image rights</p>	<p>✓</p> <p></p> <p>✓</p> <p></p>	<p></p> <p>✓</p> <p></p> <p>✓</p>

Stock control within a retail environment	✓	
Supplier negotiation	✓	
Financial management including budgetary control and planning, and sales analysis		✓
Knowledge of electronic and internet based trading	✓	
<b>Behaviours/characteristics:</b>		
Ability to prioritise and plan workload efficiently, with a thorough and meticulous approach	✓	
Organised	✓	
A 'service driven' and 'can do' attitude	✓	
Interest in the visual arts and understanding of the aims and objectives of Turner Contemporary	✓	

#### Key conditions of service

**Location:** Turner Contemporary, Margate, Kent

**Company:** Turner Contemporary Enterprises

**Hours:** Full time, including some evening and weekend working

**Contract:** Permanent

**Salary:** £26,000 – £30,000

**Leave:** 25 days

**Pension:** 3% contributory pension

**Probationary period:** 6 months