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| **Retail Manager – One Market, One Garden Brighton** |

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| **Reporting to:** | Operations Manager |
| **Working Hours:** | Full - time (5 Days, 40 hours per week) |
| **Working Days** | 40 hours per week five days over seven days, including weekends |
| **Salary:** | Up to £30,000 |
| **Annual Leave:** | 22 days leave entitlement |

**Job Purpose**

The One Market Manager has overall responsibility for all retail and food and beverage operations at One Market Brighton. Managing day to day operations of One Market and its associated pop-ups supporting the overall commercial delivery and activities for One Garden Brighton.

The role will deliver ‘exceptional service, every time, for everyone’ and champion a service culture within the team. The postholder will maintain consistent standards of presentation of people, service and product at all times. Reviewing performance regularly against sales and margin data, customer feedback and mystery visitor scores.

The successful post holder will be an experienced retail professional within the high street retail, farm shops or visitor attraction markets.

**Duties and responsibilities of the job**

1. **Retail Operations**

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| 1. Responsible for retail operations at One Market, One Garden Brighton. |
| 1. Work closely with other department managers to ensure a ‘one team’ culture at One Garden Brighton. Work closely with the Operations Manager, Restaurant Manager, Head Chef, the wider One Garden Brighton team, and the Plumpton College team including students and local stakeholders. |
| 1. Champion and maintain exceptional customer service, ensuring the product offer and staff exceed customer expectations. |
| 1. Maintain a high quality and distinctive retail offer that adheres to the brand and buying strategies. |
| 1. Research, maintain and develop stock and suppliers in line with creating a distinctive retail offer that meets the brand guidelines, utilising the buying strategy. |
| 1. Utilise data, buying habits of visitors and retail trends to inform decision making. Lead supplier negotiations and regularly review pricing to maintain margin. |
| 1. Work with the Chef, Restaurant Manager and Senior Gardener to determine seasonal themes and product lines and plan the food and deli offering in line with the menu and allotment offering. |
| 1. Liaise daily with the Chef to develop the deli, food and hot drink offering within One Market. |
| 1. Plan supplier pop ups and atrium events to maximise sales, in line with seasonal and promotional displays, |
| 1. Plan the display and presentation of merchandise with the Operations Manager and Marketing Manager to ensure products are well marketed to support sales. Regularly change and maintain displays in like with the buying audience and season. |
| 1. Maintain awareness of market trends in food and beverage retail, together with visitor attraction retain and monitor local competitors. |
| 1. Support the Operations Manager with the maintaining of close working with Plumpton Estate. Ensure this is merchandised as a hero product, maximizing sales and ensuring offering is consistent with offer in One Kitchen. Plan Plumpton Estate spotlights and events with sales coordinator of Plumpton Estate. |
| 1. Work with the Chef and Restaurant Manager to ensure seasonal menu is highlighted through products and promotions in One Market. |
| 1. Ensure the commercial performance of retail operations. Achieve stretching financial targets and maximize profitability. In conjunction with the Operations Manager take responsibility for budgets for the department including sales targets, margins and wage costs, waste and transfers between other outlets. Engage the team in focusing on targets as part of daily activity. |
| 1. Work proactively alongside colleagues to promote the One Garden Brighton brand, the organisational values and our educational purpose. |
| 1. Deputise for the Operations Manager when absent, on a Duty Manager rota basis including the opening, operating and closing of One Garden Brighton. This includes overseeing all operations, site key holder, security and resolving day-to-day issues which may occur. |
| 1. Responsible for health & safety and food safety within retail operations. To ensure compliance with internal policies and external regulatory bodies. |
| 1. Assist with other aspects of the commercial offer within the Walled Garden and surrounding grounds and supporting the events programme. |
| 1. Any other duties connected with the post as are reasonably required from time to time. |

1. **Team management**

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| 1. Manage staff and all people aspects, to include recruiting team members, day to day line management, creating a rota that tracks sales & resource costs effectively and training & developing staff. |
| 1. To act as a role model for the team, developing team members, ensuring statutory and mandatory training is up to date and developing other training such as product and customer service as required. |
| 1. Responsible for team compliance including aspects such as uniform standards |
| 1. Hold daily team briefings, team meetings, 1-to-1s and annual performance appraisals. |
| 1. Identify opportunities to drive income and innovation, harnessing ideas from the team, customer feedback and input from organisational colleagues or specialists. |

1. **Compliance**

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| 1. Embed organisational values, the brand, customer service and retail, food & beverage standards. |
| 1. Review, input to and maintain the EPOS system (till and stock) utilising reports to inform business. Manage and process all stock deliveries in a timely manner. |
| 1. Responsible for daily and weekly cash/till and EPOS reconciliations and preparing returns to the accounts team. Handle cash and adhere to financial controls with the EPOS systems, completion of daily returns and accounting. Stock ordering and controls. |
| 1. Responsible for retail stock processes are adhered to minimise waste and stock loss. Responsible for reducing wastage on perishable items Ensuring team follows procedures for reducing energy consumption and reducing waste. |
| 1. Responsible for monthly stock take in One Market and submission to finance |
| 1. Responsible for ensuring all operations conform to health and safety requirements, regularly reviewing health and safety processes within retail operations including cleaning, opening and close checklist compliance. |
| 1. Maintain a high level of cleanliness within One Market, including the outdoor seating area. |
| 1. Develop with the Site Coordinator appropriate risk assessments to operate in accordance with the health and safety policy at all times. |

**Qualifications / Skills / Knowledge / Qualities**

It is crucial that the successful candidate shares our student focussed values, equality of opportunity and parity of esteem for staff and students.

At Plumpton College we are:

• Ambitious and Progressive

• Enterprising

• Professional

• Passionate about everything we do

• Supportive

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| **Essential criteria for the post** |
| Excellent literacy and numeracy, with good IT skills. ​ |
| Experience in retail, including managing staff in the retail industry. ​ |
| Excellent customer service skills |
| Experience in Merchandising and product placement |
| Experience of working with an EPOS and stock management systems |
| First class interpersonal skills and a confident communicator, ensuring external and internal relationships are built and maintained. ​ |
| Willing to work flexibly and ensure tasks are completed to a high standard. ​ |
| Positive work ethic |
| Ability to communicate effectively |
| Possess the ability to work under pressure and manage conflicting priorities |
| Hold a Personal License for Sales of Alcohol and Managing our Premises License (preferred) |
| Full UK driver’s license (preferred) |
| Hold a first aid qualification (preferred) |
| Experience of Managing Retail coffee shops (Non-Essential) |
| Experience in Social Media (Non-Essential) |

**CONDITIONS OF EMPLOYMENT**

**Working Hours**

40 hours per week annualised with flex up in summer months and flex down in winter months; with regular weekend/evening and bank holiday working.

Hours of work will vary but are generally based around the One Garden Brighton operating and opening times of 8.00am to 6.00pm, therefore some flexibility will be required to meet the needs of the business, so this will also include some evening working for functions and events and whole college promotional events. One Garden Brighton is open all year round seven days per week.

**Annual Leave**

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 22 working days, plus 8 bank holidays. Annual leave is bookable subject to business needs and should be planned and agreed with your Line Manager.

**Continuous Professional Development (CPD)**

This post will be entitled to CPD for skills updating, personal and professional development. All CPD must be planned, agreed and booked with your Line Manager.

**Pension**

The candidate appointed to the post will automatically become a member of the One Garden Brighton Pension Scheme and pay contributions as determined by annual salary levels.

**Equality and Diversity**

Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

**Criminal Record Check via the Disclosure Procedure**

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as ‘spent’.  There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and “spent” convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal.