



JOB DESCRIPTION	
Job Title	Assistant Retail Operations Manager
Department	Barbican Retail, Commercial Development
Grade	B
Location	Barbican Centre
Responsible to	Retail Operations Manager

Purpose of Post

Support the Retail Operations Manager in the day to day running of the Barbican Retail spaces, including being responsible for end of day closing and ensuring that the Barbican's financial procedures are maintained in relation to audit and security requirements

Supervise and motivate the casual team on duty to deliver excellent customer service and ensuring efficient retail operations.

Main Duties & Responsibilities

1. Support the Retail department in achieving set sales targets by effectively managing the day to day, operational aspects of the main Barbican retail spaces, ensuring an excellent visitor experience and providing excellent customer service.
2. Assist the Retail Operations Manager with weekly casual time sheets and payroll.
3. Ensure that the casual Retail team on duty are well-informed and prepared to carry out their duties to the required standards as set by the Retail Operations Manager, including being able to communicate key information about new product ranges and Barbican arts programming. Lead by positive example, ensuring the team on duty are well presented, welcoming, friendly and proactive in their duties.
4. With the guidance of the Retail Operations Manager, deliver specific retail training on shop based areas, including visual merchandising and customer service.
5. Working closely with the Retail Management, ensure that visual merchandising standards are maintained to the highest level, including specific exhibition shops,

vitrines and displays of new ranges. Be proactive in suggesting merchandising improvements based on staff and customer feedback.

6. Create and maintain all signage for the Retail spaces, ensuring it is correct and updated on a regular basis in accordance with Marketing guidelines, shop ranges and events.
7. Assist where necessary in the processing of refunds and exchanges when on duty, and provide training to casual retail assistants, ensuring all set procedures are adhered to correctly.
8. Responsible for opening and end of day procedures for all retail locations, and ensuring keys and cash takings are handled securely and in line with existing processes.
9. Ensure all stock in retail spaces is fully replenished. Assist in the processing of stock deliveries when they arrive, ensuring stock is correctly received, priced and transferred to the appropriate location.
10. Assist with fulfilling online orders, understanding the fulfilment process and ensuring delivery paperwork is completed accurately.
11. Assist the Retail Operations Manager with recruitment, training, induction and maintaining standards of Retail's casual worker team.
12. Handle customer enquiries in store and via email, and deal with all customer complaints in a calm and professional manner, escalating where necessary to the Retail Operations Manager.
13. Communicate regularly with the Retail management team to ensure issues that arise on the shop floor are solved effectively and any relevant information is passed on or escalated appropriately. Liaise directly with relevant Barbican departments to find solutions to urgent problems in the absence of the Retail Operations Manager and/or Head of Retail, which may include referring or escalating issues to the Operations Manager on duty.
14. Have an excellent knowledge of the Barbican's arts programming and facilities in order to provide accurate and effective responses to customer queries, as well as ensuring the Barbican has an informed casual Retail team so they may also respond appropriately to customers. This includes producing briefing notes on shift and any relevant training.
15. Proactively seek customer feedback and pass on information directly to the Retail Operations Manager. Continually look for ways to improve our service and actively feedback constructive ideas to the Retail management team.

General

16. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
17. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
18. To undertake any other duties that may reasonably be requested appropriate to the grade.



PERSON SPECIFICATION	
Job Title	Assistant Retail Operations Manager
Department	Barbican Retail, Commercial Development
Grade	B
Trent Position Number	

Please find below the key skills, experience and core behaviours required to undertake this post.

Technical Skills / Professional Qualifications / Relevant Education & Training

- Strong verbal communication skills in order to lead in providing excellent customer service through the delivery of regular staff briefings. Working effectively with fellow staff members at all levels.
- Team player with ability to work on own initiative and make day to day operational decisions.
- Strong organisational and numerical skills including ability to cash up retail takings and rota preparation.
- Experience of using computer-based retail systems and using an EPOS system in a retail environment.
- Good IT skills, ideally having experience of using Microsoft Office, specifically Excel.

Experience Required

- Previous experience in a supervisory capacity overseeing a team on a day to day basis.
- Experience of working as part of a team, preferably within a customer service or retail environment.
- Ability to handle customer complaints and resolve customer enquiries.
- Experience of delivering training in a retail or customer service environment.
- Experience of visual merchandising and maintaining housekeeping standards.
- Good problem-solving skills and ability to persuade and influence.
- A demonstrable understanding of the retail environment to include cash handling, merchandising and stock control.

- Self-motivated, hardworking and flexible with an open and friendly manner. Demonstrable interest in the arts and awareness of retail trends is an advantage.
- Experience of working to targets.

Other Relevant Information

- This role requires weekend and evening work.

Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The starting salary for this role is £30,180 (pro rata) per annum in addition to a market forces supplement. This figure will be reviewed annually from 01 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis.

Hours of Work

Normal hours of work are on a rota, being 23 hours per week lunch breaks, Monday to Sunday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual leave plus Bank Holidays (pro rata). There are subsequent increases to entitlement to annual leave according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits, for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in-house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge, and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.

barbican

We are London's
Creative Catalyst
for arts, curiosity
and enterprise



We spark creative possibilities and transformation for artists, audiences, and communities – to inspire, connect and provoke debate.

We are the place to be in this Destination City, where everyone is welcome. Our impact is felt far outside our walls and ripples beyond the experiences we offer – locally, nationally and internationally.

barbican.org.uk/values



The City of London
Corporation is the founder
and principal funder
of the Barbican Centre