

Job Description

Job Title: Retail Shift Supervisor	
Managed by: Retail Assistant Manager & Retail Manager	
Department(s): Retail	Location: Waddesdon

Waddesdon is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by a family trust (the Rothschild Foundation), it remains the epitome of ‘Rothschild style’.

Visitors today can still see Ferdinand’s unrivalled collections of decorative arts and paintings, alongside contemporary art, and wander in the immaculate gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Staff and volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including a magical Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

The Manor shop boasts the largest collection of Rothschild wine under one roof, covering twenty properties globally across 6 different continents. Our Rothschild collection is complemented by handpicked ‘guest wines’ to showcase regions that the Rothschild range doesn’t encompass.

Alongside our wine we stock spirits, beers, ciders and non-alcoholic beverages to suit all budgets, a fine selection of British, French and Italian Cheese with local cured meats and various other speciality foods. In addition we offer a collection of gifts for the home and garden, as well as exclusive ranges inspired by the house, gardens and exhibitions.

We strive to create an interactive shopping experience by offering daily tasting events, allowing our guests to learn more about the products we promote and what makes them so special.

Our ethos is to celebrate and stock local produce wherever possible, and we convey this by offering monthly producer tastings which allows customers to taste local gins, beers, wines etc. free of charge.

Our Retail Assistant will provide excellent customer service and contribute to the energetic and interactive feel of the shop. We want to ensure all our customers are happy, feel welcome and receive outstanding customer service.

Key responsibilities:-

1. Service and Responsibilities

- The Shift Supervisor's primary role is ensuring excellent service through supervising the retail assistant team in the retail outlets at Waddesdon.
- The Shift Supervisor needs to ensure that all the Outlets are welcoming, friendly & presentable. Every effort must be made to serve the customer's needs where at all possible.
- Work with the Retail Manager (RM) & Assistant Retail Manager (ARM) to highlight areas of concern with low or high stock levels.
- Restocking the displays and shop floor storage from the stockrooms, ensuring rotation of perishable stock and ensuring Short Dated product is sold first.
- Assist RM & ARM to ensure sales are maximized by effective visual merchandising on the shop floor, following the KPI for each area.
- Assist the ARM to ensure the shops maintain a high standard of housekeeping and stock level and minimize wastage through proper date rotation.
- Work with other staff and volunteers to create an efficient, flexible and happy working environment, fostering individual commitment, enthusiasm and confidence.
- To assist with stock-takes and they are undertaken on time and accurately – including spot checking lines and notifying the AM & ARM of OoS lines
- Price and reconcile deliveries of stock – and ensure stock rooms are kept clean, organized and stock rotated properly.
- Follow all KPIs for each location as instructed by your line manager, and ensure Retail Team follow them correctly.
- Follow opening/closing procedure precisely – preparing stock levels are products for the next days trading
- Assist in the packing, preparing and delivering of our Online Orders; including Gift Messaging and order reconciliation for the following day.

2. Relationships

- At all times to maintain good working relationships with all members of the Waddesdon staff, visitors and other members of the public – whilst acting as a problem solver & point of contact for customers and the management team.
- Work with the Catering Team to ensure that cross departmental lines are stocked & replenished accordingly.

3. Finance

- Your responsibilities here are to be honest and ensure Retail Team members are inform of any changes to business operations. This can be done by checking products, reducing wastage due to poor stock rotation, and by encouraging sales.
- Ensure all monies and transactions on the shop floors are in accordance with Accounts and PCI Compliance standards. Highlight any pricing irregularities with the ARM & RM

- Ensure all financial procedures are executed according to company policy – including the reconciling of till takings.

4. Equipment

- You are expected to treat all equipment with due care and report all breakages or breakdowns to the Retail Shop Manager

5. Environmental Awareness

- All staff are expected to observe The Rothschild Foundations policy and practices for the protection and improvement of the environment, and to ensure the security of equipment and buildings.

6. Personal

- You are expected to be punctual, dressed appropriately and adhere to the standards of appearance.
- You are also expected to attend all training sessions and have read all necessary policy documents, viz Health & Safety, Fire, Hygiene, etc. A knowledge of Waddesdon Manor, the Grounds, and the Five Arrows Hotel, Private Events is expected, and all company policy as laid out in the Manual, viz Service Standards, Equipment Knowledge, Disciplinary Procedures, etc.

This list is not exhaustive and additional duties may be required by the management team.

Skills and Experience

Essential

- Excellent customer service and confident people skills
- Empathy with the Waddesdon customer profile
- Ability to holistically increase sales by engaging with customers
- High visual standards and attention to detail
- Demonstrate a willingness to learn new skills
- Shown to be flexible when required
- Good levels of numeracy
- Good communication skills, both written and verbal
- Capable of multi-tasking and prioritising
- Interest in developing product knowledge
- Understand how working as part of a team is the most effective way of succeeding and developing within this role

Desirable

- Previous Supervisory experience
- Interest and/or knowledge in wine
- WSET qualification

Terms & Conditions:

Contract Type: Seasonal casual

Salary: Competitive hourly rate, dependent on age and experience.

Hours: A maximum of 37.5 hours per week on a Wednesday to Sunday rota, including Public Holidays (excluding Christmas Day and Boxing Day) and the occasional shift outside of the normal rota, as required by the business. Hours may vary and cannot be guaranteed. Your pay will reflect the hours you work. Hours of work to suit the needs of the business (exclusive of breaks).

Annual Leave: your statutory annual leave entitlement is 33 days (25 days plus 8 public holidays). This will be pro-rat'ed based on actual hours you work. If you work a public holiday, you will be paid double your hourly rate, but your statutory annual leave entitlement will reduce accordingly (i.e. you are being paid double on that date, so therefore not entitled to holiday pay or TOIL for that date).

Benefits: 20% staff discounts in our on-site Restaurant, 25% in Shops, 10% on wine.
Matched company pension scheme up to 10% of salary
Beautiful location working within the charity and heritage sector
Free parking

Application Process

Please send your covering letter and CV to application@waddesdon.org.uk

Closing Date: Sunday 5 December 2021

Interviews: TBC