



Waddesdon Manor

Job Description Manor Shop Assistant Manager (seasonal position)

Responsible To Shop Manager

Rothschild Waddesdon Ltd is the trading arm of the Rothschild Foundation, the charitable trust that contributes to the upkeep of Waddesdon Manor. The trading company is comprised of four businesses with a combined turnover of £5m - Catering, the Five Arrows Hotel, the Manor and Wine Shops and Private Events. All profits from the trading company are covenanted to the Rothschild Foundation.

Key areas of responsibility

- Committed to and endorsing the highest levels of customer service, merchandising and product knowledge
- Continually focus on driving sales to ensure that our Shops makes a significant financial contribution to Rothschild Waddesdon Ltd
- Ensure Wine, Manor and Temporary Shops are staffed appropriately
- Ensure the Wine, Manor, Online and Temporary Shops are presented to the highest standards
- Supervise the Wine, Manor and Temporary Shops in the Shops Manager's absence

The Assistant Manager's success will be monitored through:

1. Weekly sales results
2. Customer feedback
3. Weekly departmental meetings
4. Annual Personal Development meeting with the Shop Manager
5. NT Visitor Enjoyment scores and social media as a means of monitoring Customer Satisfaction

The key areas of responsibility and duties of the Assistant Manager are as follows:

Finance

- Ensure all monies and transactions on the Shop floors are in accordance with Accounts and PCI Compliance standards
- Ensure that all financial procedures are executed according to company policy
- Informing the Manager and/or Retail Buyer and Business Manager of areas of concern with low or high stock holdings
- Ensure that stock takes are undertaken on time and accurately, working with the Stock Administrator and Stock Room Assistants to ensure the stock is well managed

Business

- Assist in creatively maximising all Shop assets
- Assist in Waddesdon's sales outlets, including Shops, e-commerce, pop-up shops
- Work with software providers, and support services within the National Trust and Waddesdon to ensure business continuity through seamless provision of financial information systems

Merchandising

- Assist the Manager to ensure sales are maximised by effective visual merchandising on the Shop floors
- Assist the Manager to ensure the Shops maintain a high standard of housekeeping

Staff Training and Development

- Assist in the training of Retail staff to enable them to meet the high standards required by the organisation
- Develop a customer-focused commitment amongst all Retail staff with a particular focus on product knowledge
- Motivate all Retail staff to create efficient, flexible and happy working environment, fostering individual commitment, enthusiasm and confidence

Health and Safety /HACCP

- Ensure that staff observe all Health and Safety Regulations in accordance with statutory obligations and under instruction from Waddesdon Health and Safety Co-ordinator
- Ensure the correct initial completion and subsequent updating of the necessary Risk Assessments

Other ad hoc duties may be required as necessary.

Person specification Essential:

- Sustained successful supervisory career in Retail (preferably within a cultural organisation)
- Personal Interest and knowledge of Wine styles, varieties, growing areas etc
- Willingness to learn about the Rothschild Family's international Wine Portfolios
- High visual standards, personal sense of style, creative flair
- Ability to inspire and motivate staff
- Strong IT, analytical and numerical skills with the ability to interpret statistics
- Excellent business, planning and organisational skills
- Track record of increasing sales
- Track record of improving margin
- Track record of strong visual merchandising skills
- Knowledge of and interest in art and culture
- Awareness of current market trends in retail
- Empathy with the Waddesdon customer profile
- Confident people skills

Terms & Conditions

Working Hours:	Sesaonal contract until 5 January 2020
Working Pattern:	Wednesday - Sunday, 37.5 hours per week, depending on business requirements
Salary:	£9.25 per hour
Holiday Pay:	Pro rata of 20 days per annum plus bank holidays

Other Benefits

- National Trust matched contribution pension scheme (up to 10%).
- National Trust Staff Card entitles free entry for two people at all NT properties and a discount in their shops, including Waddesdon Manor retail and catering outlets.