

ONE GARDEN BRIGHTON

Retail and Hospitality Supervisor	
Reports to:	Retail and Hospitality Manager
Salary:	Point 24
Hours:	Up to 40 per week

Job purpose

You will deliver 'exceptional service, every time, for everyone' and champion a service culture within the team. You will maintain consistent standards of presentation of people, product and the retail outlets at all times, ensuring those around you deliver to the same level and mentored to do so. Reviewing performance regularly against customer feedback and mystery visitor scores. You will be responsible for maintaining consistent high standards of customer/visitor experience throughout 'One Garden Brighton' and resolving day to day issues which may occur.

1. Duties and responsibilities of the job

a. Assist and support the Retail & Hospitality Manager with day-to-day running of commercial outlets at OGB.
b. Assist with staff rota management when required.
c. Provide exceptional customer service and be a role model to seasonal staff.
d. Ensure all Opening and Close checks are completed to a high standard.
e. Ensure food and beverage offer is presented and maintained to a high standard on a daily basis.
f. Ensure retail space is adequately stocked and that stock management protocols are adhered to.
g. Manage process for deliveries of stock, ensuring it is consistently delivered, stored, and out onto the retail floor in an efficient and effective manner.
h. Manage the EPOS system, managing stock levels and entry, FOH till system and screens.
i. Lead on pricing and POS front-of-house for both commercial outlets, ensuring this is clear, consistent and up to date on a regular basis.
j. Undertake stock takes in line with business needs on a regular basis, utilising EPOS system.
k. In liaison with finance team manage cash handling and collection, financial controls working with the EPOS system and PDQs to ensure they are maintained, working and up to date and complete daily returns of invoicing, accounting and controls.

l. Ensure consistent compliance with relevant regulations and documentation that maintain a safe and clean environment.
m. In liaison with Brand Manager and Retail & Hospitality Manager, assist in purchasing of new stock and entry into EPOS system ensuring that the buying strategy is adhered to.
n. Replenish stock, set up repeat orders and manage waste effectively as and when required for regular items to ensure there are no gaps in product availability for customers.
o. Deputise for the Retail & Hospitality Manager when required, supervising staff
p. Assist the Retail & Hospitality Manager with the coordination and delivery of events programme and corporate bookings.
q. Help to drive sales and play your part in the organization effectively reaching its commercial targets.
r. Resolving any day-to-day issues which may occur, reporting these accurately and in a timely manner.

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.

You will work alongside your line manager to ensure your personal development within the team following the organisational performance and development process.

Working alongside your Manager you will ensure that your training complies with all relevant legislation and organisational policies to minimise the risk to staff, the public, and contractors.

Criteria for the role

a. Good literacy and numeracy, with good IT skills.
b. Previous experience of working in a retail environment, preferably at a visitor attraction.
c. Excellent customer service skills.
d. Good interpersonal skills and confident communication.
e. The ability to maintain good working relationships, within the team and wider One Garden Brighton team, nurturing junior team members.
f. Willing to work flexibly.
g. Ensure tasks are completed to a high standard.
h. Relevant food hygiene/ safety qualification (desirable).
i. Hold a first aid qualification (desirable).

Conditions of employment

Working Hours

Basic working hours are 40 hours per week annualised for five days over a seven-day rota to include weekend 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. 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, generally seven days per week but flexes its operational times during the winter.

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

One Garden Brighton 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).