



Custom House, 31 Commercial Road, Back Badge Square, Gloucester, GL1 2HE

Operations and Retail Manager - Job Description

Job title	Retail and Operations Manager
Location	Soldiers of Gloucestershire Museum, Custom House, Gloucester Docks
Salary	£30,000 (pro rata)
Contract	Permanent, Seasonal Contract
Working Hours	32.5 hours per week during school holidays (10 weeks per year), 16.5 hours per week during term-time (40 weeks per year). (Two weeks of unpaid leave at Christmas).

This job description provides an outline of the duties and responsibilities of the role and the necessary skills and knowledge required to perform them as at the date it was created. Employees will be recruited on the basis of their qualifications and experience to do the work to be performed, regardless of sex, sexual orientation, gender reassignment, marital or civil partnership status, race, colour, ethnic or national origin, nationality, religion or belief, age, pregnancy and maternity, disability or trade union membership status. By applying for this role, the candidate accepts that over time this job description may be subject to change as the candidate's duties and job evolves.

Job Overview:

The Operations and Retail Manager is friendly, approachable, practical, and well organised. They will oversee all daily museum operations whilst maintaining an excellent visitor experience. They will supervise and motivate a team of volunteers and / or employees and work efficiently and methodically to achieve regular income targets. They will be responsible for managing the museum's retail offer, including the café, gift shop, and online shop. They will strive for excellence in everything they do, and work alongside the Business Development Officer and Museum Director to ensure the museum achieves its ultimate goal of financial stability.

Main responsibilities and duties

1. Overseeing all operations on a daily basis to maintain the highest standard of visitor experience
2. Supervising and motivating a team of operational volunteers to ensure the smooth running of all activities throughout the building
3. Managing the Museum's retail offer: carrying out all administrative and practical tasks associated with managing an online shop, gift shop and café
4. Working with the Business Development Officer to maintain an up to date bookings calendar for room hires, group visits, and other ticketed events.
5. Organising room layouts ahead of hires bookings and providing basic catering supplies when needed
6. Ensuring that all office documentation is well organised and kept up to date

7. Responsible for delivering basic First Aid as and when needed, and ensuring that the museum's Health and Safety Policy is adhered to at all times
8. Occasional travel required and the ability to be flexible

The successful candidate will be required to complete a DBS check, and must hold a valid driving licence. They may also need to undertake further training, as the role requires.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and required by the Museum Director to meet the overall business objectives of the organisation

Required knowledge and skills

Essential

1. Excellent organisational skills
2. Strong communication skills
3. Previous retail experience
4. Friendly and approachable
5. Experience of working on your own initiative and as a member of a team
6. Excellent computer skills, able to confidently manage an online shop
7. Ability and willingness to work flexibly, out of normal office hours and off site if required
8. Excellent IT skills, including the ability to use Microsoft Office computer software efficiently
9. Excellent literacy and numeracy skills
10. Hold a valid driving licence

Desirable

1. Experience of working in a museum
2. Supervisory / Management experience
3. Knowledge of EPOS till systems
4. An understanding of GDPR regulations
5. A recognised First Aid training qualification

Qualifications

- Able to evidence success in a previous job of a similar nature

Job Description approved by: _____ Date: _____

Employee Signed: _____ Date: _____

Employer Signed: _____ Date: _____