



LINEN MILL
STUDIOS®

Job Title:	Stock Room Team Leader	Position Type	Full time; Permanent
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Job Description

Responsible to: Head of Merchandise & Retail Shop Manager

Responsible for: Stock room, goods in, inventory management & packing orders for retail store.

In collaboration with Warner Media, Linen Mill Studios have developed the world's only licensed Game of Thrones Studio Tour at their Banbridge studios where a significant proportion of the globally renowned series was Filmed.

through a superlative interactive experience, this brand new 'World Class' attraction will immerse guests in the fantasy and intrigue surrounding the series. An unparalleled presentation of original sets, costumes and artefacts, together with insights into the skills applied in creating Game of Thrones, will deliver an exceptional experience and understanding of the quality of production in what remains one of the most watched tv series of all.

Our team will play a pivotal role in ensuring that Game of Thrones Studio Tour is internationally recognised as a must-see attraction, by placing the guest experience foremost in their actions and by making an important contribution to our mission, vision and values.

This is an outstanding opportunity to join a committed and enthusiastic team at a with responsibility for delivering a project that celebrates and protects the artistic heritage of this landmark series.

We welcome people who are professional, will join us in working flexibly, being cheerful and ensuring our guests are enchanted by the Tour and safe within its environment.

Role Summary

Coordinating daily operations, maintaining inventories, ordering stock, preventing excess stock, eliminating non-usable items, and solving inconsistencies between inventory and stock records.

Work closely with the retail store team to ensure optimum stock replenishment in store.

The successful candidate will be responsible for maintaining a safe and tidy stockroom, receiving and processing deliveries, replenishing the shop floor, managing damaged stock, coordinating monthly stock-takes, as well as supporting the sales floor team.

KEY DELIVERABLES/ ACCOUNTABILITIES:

- To maintain and operate the stockroom and replenishment function, ensuring that all stock delivered to the retail operation is stored safely and efficiently and that stock is processed in accordance with retail procedures.
- Receiving goods from suppliers ensuring they are correct and liaising with them when necessary. Accepting goods onto the system, pricing and processing paperwork associated.
- Ensure safe and effective storage of the goods and carries out regular audits to ensure damages and shrinkage is kept at acceptable levels.
- Processes faulty/damaged stocks and raise credits with suppliers.
- Controls the dispatching of retail stocks to the shop. ensuring that the goods are packaged safely and dispatched with in set time scales to meet deadlines.
- Work closely with the retail team ensuring retail areas remain fully stocked and visual merchandising standards are upheld.
- The Team Leader will also work with the Retail Manager in achieving sales budgets and will have a proven record of working towards and meeting targets therefore a good understanding of KPI's in the retail sector is essential.
- Train and develop staff members ensuring sales and service standards are achieved and maintained, as well as continued monitoring and support where required.
- Work where necessary with the buying team and merchandiser to feedback information regarding products and demand from our customers and your team.
- Communicate effectively with the whole retail team, bringing issues to the attention of managers and briefing your team daily with any operational news by networking and sourcing information keeping them up to date with sales and product changes plus any changes in museum operations.
- Managing, developing, and motivating the stockroom team, making sure they understand the importance of stockroom processes and safety
- Must be flexible due to extended opening hours due to peak seasons and/or special events. also must be able to cover shifts for other team members in times of sickness or scheduled holidays.
- Operate in line with Linen Mill Studios vision, values and behaviours being a leader in developing our culture.

Overview of skills and experience required:

Essential

- Supervisory experience within a retail stockroom/warehouse environment, including the supervision of staff
- Experience working with computerised stock control systems, using inventory systems, and booking in/out stocks whilst dealing with suppliers and couriers
- Previous experience working in a busy customer focused retail stock room environment

DESIRABLE:			
<ul style="list-style-type: none"> • 3yrs experience of managing a large retail stock room • Excellent IT skills and knowledge of the functionality of stock systems. • Verbal communication skills. • Numerically competent. • Managing and motivating a team in accordance with the principles of performance management and personal development. • Excellent interpersonal, negotiating and influencing skills. 			
Primary Liaison:	Direct Reports; Retail Manager/ Head of Merchandise		
Reviewed By:	HR Department	Date:	September 23, 2021