

## **Retail Store Manager Job Description**

**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.**

**Our team will play a pivotal role in ensuring that the 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 with responsibility for delivering a project that celebrates and protects the artistic heritage of this landmark series. We welcome people who are professional, passionate about retail, driven to deliver results and who will join us in working flexibly, ensuring our guests are enchanted by the Tour.**

**Job Role:** Retail Store Manager

**Responsible to:** Head of Merchandise & Retail

**Responsible for:** Studio Tour Retailing

**Contract:** Full time permanent role working flexibly across Monday to Sunday

**Salary:** £ 25k- £35k dependent on experience

Linen Mill Studios are seeking to recruit a Retail Store Manager to join their dynamic team. This is an exciting opportunity for a highly motivated, passionate and experienced individual interested in developing their career within the world's only licensed Game of Thrones Studio Tour located in Banbridge.

### **ROLE SUMMARY**

Reporting directly to the Head of Merchandise and Retail, you will be responsible for all aspects of daily operations within the Game of Thrones retail store including but not limited to managing and leading a team, Rota management, store budget, new product development, SKU management, product promotions, instore planogram review & overall merchandising strategy. You will be empowered to Inspire world class customer service by implementing high commercial standards and effective stock management.

The role involves supporting any other retailing units or kiosks that maybe developed by Linen Mill Studios Limited.

**MANAGEMENT ACCOUNTABILITIES:**

- Ensure the store is merchandised to the highest standard and develop awareness of presentation standards to the team.
- Effective commercial management of the store, developing sales forecasts, positive solutions and document action plans to maximise store profit.
- Monitor and review results and evolve processes accordingly.
- Visible leadership presence on the shop floor, driving interaction between team members and visitors, to improve customer experience and satisfaction in line with key performance indicator (KPI) targets.
- Deliver change through setting direction in daily briefings to keep all members of the team fully aware of all activity within the department and wider business.
- Analyse and interpret commercial data, feeding back information on product performance with a view to impact growth within the business.
- Manage the content and frequency of staff training strategically, to ensure the team is fully equipped to care for visitor needs, whilst also providing opportunities for the team to grow their skill sets
- Ensure the team are following all profit protection and loss prevention policies.
- Ensure administrative work, including rota management and payroll processes are accurate and up to date.
- Identify potential out-of-stock issues and communicating back to line manager and colleagues.

**Essential Skills and Experience**

- Minimum of 3 years management experience in a retail environment with a proven track record of leading and managing a team.
- Experience of having worked in an environment where high emphasis is placed on service, product presentation and commercial management.
- Experience of managing significant budgets and meeting financial targets with a focus on client and customer service.
- Excellent IT skills and knowledge of the functionality of POS systems.
- Commercially aware of the marketplace to drive sales performance.
- Manage and motivate a team in accordance with the principles of performance management and personal development.
- Strong written and verbal communication skills.
- Ability to analyze key business data.
- Excellent Communication and interpersonal skills alongside negotiating and influencing ability.

***TECHNOLOGY AND INNOVATION***

- Oversee and ensure optimisation of the organisation’s POS till and stock recording system.

***SENIOR MANAGEMENT TEAM LIAISON***

- Contribute to cohesion and effective coordination across departments, driving understanding of superlative support function provision.
- Liaise in a collaborative way across departments with an emphasis on innovation, effective communication and meeting overall business strategy needs.

***POLICIES AND PROCEDURES***

- Comply with Linen Mill Studios Health & Safety policies and procedures.
- Adhere to all organisational policies and procedures to protect people and the reputation of the Game of Thrones Studio Tour.
- Understand and uphold the Game of Thrones Studio Tour Code of Ethics

***PERSONAL RESPONSIBILITIES***

- Be familiar with the Game of Thrones story, Family Houses and characters, the features of the Tour and the merchandise available.
- Work flexibly as part of a team and support colleagues across all Departments.
- Protect the reputation of the Game of Thrones Studio Tour.

***OTHER***

- Manage the allocated budgets and provide reporting information as required.
- Carry out any other related duties that may reasonably be expected from time to time.

**EQUAL OPPORTUNITIES**

Linen Mill Studios is an equal opportunities employer and operates in accordance with the Fair Employment (NI) Acts 1976 and 1989, the Sex Discrimination (NI) Order 1976, the Disability Discrimination Act 1995 and the race Relations (NI) Order 1997.

**This job description will need reviewed in the light of new developments. It should not be regarded as restrictive or definitive but acts as a broad guide to the demands of the role.**

**Primary  
Liaison:**

**Direct Reports; Head of Merchandise and Retail.**

## Person Specification – Retail Store Manager

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSED
Experience	Minimum of 3 years management experience in a retail environment with a proven track record of leading and managing a team.		Via CV and interview
Experience	Experience of managing significant budgets and meeting financial targets with a focus on client and customer service.		Via CV and interview
Experience	Excellent IT skills and knowledge of the functionality of POS systems.		Via CV and interview
Knowledge	Commercially aware of the market place to drive sales performance.		Via CV and interview
Skills	Strong written and verbal communication skills.		Via CV and interview
Skills	Ability to analyze key business data.		Via CV and interview
Skills	Excellent interpersonal, negotiating and influencing skills.		Interview
Experience		Experience of retailing in a high-volume visitor attraction would be beneficial.	Interview

### Linen Mill Studios Values and Behaviours

Team members of Linen Mill Studios are required to promote and support its mission and values:

**Our Core Values are:** Diversity, Positivity, Teamwork and Creativity. Team members are expected to:

1. To embed diversity, you are expected to respect and appreciate each other and be inclusive.
2. Be self-motivated, passion and positive contributing to the culture of the environment.
3. Demonstrate strong teamwork with fellow colleagues.
4. We will promote innovation and embrace change.