



LINEN MILL STUDIOS®

Job Title:	Retail Team Leader	Position Type	Full time, part time and casual hours
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Job Description

Responsible to: Retail Shop Manager

Responsible for: Guiding and coordinating a sales team to complete tasks, identify and explore opportunities to drive sales, ensuring team members maintain business standards in relation to merchandising, service and promotional activities in line with procedures. Driving a fun culture in the shop by motivating and incentivizing a team to deliver excellent customer service and supporting the management team in the overall day to day running of the shop.

ACCOUNTABILITIES:

- Be an inspirational leader and approachable to all team members
- Drive and motivate a sales team to achieve shop KPI's
- Ensure adherence to shop procedures and policies across the shop
- Induct, train and coach new recruits to achieve full potential
- Be an ambassador for delivering great customer service
- Delegate, motivate and follow through with all tasks within the team
- Support the management team with the running of the shop and deputise in their absence including the opening and closing of the shop
- Create staff schedules, organise break cover and manage holidays within the team
- Have effective communication skills and reward achievements
- Mitigate difficult situations with customers or team members and make satisfactory resolutions
- To support the stockroom team leader and be flexible in organising the team to suit business needs
- Be prepared to work deliveries and replenish the shopfloor throughout the working day
- Be involved in management meetings and make worthwhile contributions
- Hold staff 1 to 1 meetings and performance reviews
- Cashing up tills and preparing banking
- Answering telephone calls and dealing with customer queries
- Creating visual displays and merchandising to plan
- Work with integrity, honesty, and professionalism at all times

Based on business need the following tasks may be assigned:

- Assist the Visitor Services Team Leader as required
- To assist the Visitor Experience Team as required
- Additional training days outside of normal working hours

POLICIES AND PROCEDURES

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



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PERSONAL RESPONSIBILITIES

- Be familiar with 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 Game of Thrones Studio Tour.

OTHER

- Carry out any other related duties that may reasonably be expected from time to time.
- Game of Thrones Studio Tour operates 7 days a week, 361 days per year. Your shift allocation will be based on this. Weekends, bank and public holidays are inclusive. Shift times will be no earlier than 8am and finish no later than 9pm. Attendance at Game of Thrones Studio Tour outside of these hours will be notified at least 7 days in advance.

Essential skills and experience

Applicants should have

- A minimum of 5 GCSE's or equivalent (Grades A-C including English & Maths)
- At least 2 years supervisory experience in a fast paced retail environment
- Fluent in the English language.
- Excellent time keeping skills.
- Flexibility of approach to working environment needs.
- Excellent team working skills.

Desirable skills and experience

- Experience working with a bespoke product in a unique retail setting
- Knowledge of and interest in Game of Thrones Story.

Primary Liaison:	Direct Reports: Retail Shop Management		
Reviewed By:		Date:	October 18, 2021