

Museum Store Manager

About this Role

We are looking for an exceptional candidate who has the experience and drive to effectively manage GEM's retail operation to maximise sales and profit potential whilst controlling costs, and to lead and inspire the retail team to consistently deliver a high standard of customer service.

The post holder will:

- Maximise sales and minimise expenditure.
- Be responsible for the retail staff, championing their needs and ensuring exceptional customer service.
- Ensure the shop remains functional and operationally sound throughout GEM's opening times.
- Be responsible for all cash and stock handling procedures.
- Ensure the shop is merchandised to the highest standard at all times, in line with the content themes of GEM.

Responsibilities

Pre-Opening of the Official Grand Egyptian Museum Shop

- Assist with staff hiring and training
- Set-up of initial rota system
- Lead initial set-up of the EPOS System (or any other systems employed)
- Performs special tasks and projects relation to functional responsibilities or other areas, as needed on variances.
- Assist in initial stock takes into the shop

Post-Opening of the Official Grand Egyptian Museum Shop

- Maximise sales, whilst minimising expenditure to ensure that profit targets are achieved, including average transaction value figures and average spend per head figures.
- Ensure rotas are prepared well in advance and that staffing levels reflect the needs of the retail outlet at all times.
- Complete attendance returns on a weekly, and payroll on a monthly, basis, forwarding information to Legacy Finance department by the required date.
- Be responsible for the general development of the retail team, organising training, ensuring that the sessions are both relevant and of a high standard and providing on the job training where necessary.
- Appraise each member of staff in accordance with guidelines.
- Monitor sickness, punctuality and general performance of all staff and take action where standards are not being met (and if necessary, take disciplinary action in accordance with GEM policy).
- Ensure that the team provides outstanding customer service at all times
- Ensure effective communication between the shop floor and MUSEEUM office.
- Ensure that the GEM Shop is open throughout GEM opening times.
- Ensure that all cash and stock handling procedures are followed in line with audit and security requirements.
- Ensure that the shop is merchandised to the highest standard at all times, in line with the GEM content messages (communicated via Legacy Marketing).
- Ensure that the shop and any other GEM Shop outlets within the museum are adequately stocked with all available merchandise and those products are correctly priced and coded.

- Maintain the accuracy of the EPOS System (or any other systems employed) by ensuring the stock is correctly keyed at point of sale and write-offs and supplier stock returns are administered according to retail guidelines.
- Organize and supervise at least two stock-takes per year.
- Be responsible for the health and safety and welfare of the shop and stockroom, the employees and visitors, particularly in the event of an evacuation.
- Ensure that you and your team are well informed of any changes to the museum and its operation.
- Other reasonable duties as required to meet the GEM Store objectives.
- Weekend and holiday working is an integral part of this post, as is occasional evening working.

Stakeholders

Internal

- MUSEEUM Head office – close coordination is required with MUSEEUM head office for product re-orders
- Facilities and Maintenance team - to inform of disrepair.
- Finance – to all cash handling procedures are followed in line with audit requirements.
- Duty Manager - to instruct and feedback on service provisions carried out by contractors, such as cleaning and security.
- Marketing Team – to understand GEM content messages
- Education/Learning team – to ensure the educational remit is represented through merchandise.
- Advanced Bookings team – plan provision of effective service for school groups.
- Communications – to prepare for media events and VIP visits.

External

Families, school groups and teachers to ensure that they have an enjoyable, safe and educational visit.

Qualifications and Experience

Qualifications

A degree level academic qualification is desirable

Knowledge & Experience

Essential

- A proven track record of at least 7 years in fast moving retail management, in Egypt or wider region.
- Management of a team of at least 10 staff.
- Experience of managing staff development.
- Experience of working with P&L accounts & budgets.
- Excellent visual merchandising skills.

Desirable

- Experience of merchandising, from sourcing to delivery and display.
- Knowledge of retail within the leisure, attraction, or heritage industry.

Technical/Work-based Skills

- Excellent Selling Skills
- Financial acumen

- Builds good working relationship with multiple stakeholders, colleagues and staff
- Self-motivated and confident to work unsupervised
- Excellent attention to detail
- Advanced communication skills
- Excellent customer care skills
- Excellent product knowledge
- Computer literate
- Excellent time management and organizational skills
- Excellent staff motivator and trainer
- Committed and reliable
- Excellent English & Arabic, both written and oral

Leadership Behaviours

- Inclusive.
- Confident decision maker.
- Good listening skills, with the ability to respond to customer feedback.
- Self-aware – can accept and act on feedback from managers and learn from experienced colleagues.
- Resourceful, with the ability to manage time and workloads.
- Visitor focused, prioritising the experience of the end user above all else.