

JOB DESCRIPTION



Job Title	Stock Replenishment Supervisor	Duration	Permanent
Division	Commercial & Digital Development	Hours/FTE	Part Time (18.75 Hours)
Dept	Retail	Salary	£14,337.50
Reports to	Exhibition Shop & Stock Replenishment Manager	Direct Reports	Stock Replenishment Assistants

Context

The Commercial division is tasked with developing and delivering an ambitious strategy for sustainable commercial growth, as a fundamental part of the overall V&A experience and brand position, and to underpin the museum group's future financial sustainability. The division brings together the V&A's key income generating areas of retail, exhibition ticket sales, publishing sales, omnichannel, catering contracts, membership, V&A Academy, and a completely integrated front of house operation.

Front of House Operations brings together the visitor facing teams of volunteers, gallery, welcome, shop and catering operations and is tasked with running day-to-day operations at South Kensington, onsite revenue generation across key museum touchpoints and delivering a seamless visitor experience for all.

Main Purpose of job

To supervise and motivate the Stock Replenishment team, setting the standards in museum retail stock availability and presentation. Working across the shops and onsite supply chain, you will work with all key retail departments to deliver a task free environment for the customer experience team.

Key Responsibilities

To deliver the highest standards of presentation, setting the standards for the rest of the team to follow.
To take responsibility for the day to day running of the stock replenishment team, supporting the Exhibition Shop & Stock Replenishment Manager, ensuring the team is at its most effective every shift.
To work with the Retail Visual Merchandise Planning Coordinator to ensure that seasonal ranges and exhibition shops are launched on time.
Support with logistics and onsite warehouse team to ensure that auto replenishment picking is scheduled for all trading days.
Working with all key retail departments to ensure that auto replenishment levels are accurately set across all shops to current and future levels of trade.
Assist the Exhibition Shop and Stock Replenishment Manager with aspects of team management, carrying out regular 1-2-1's with all team members ensuring they are focused on the business goals and objectives.
Raising awareness of stock discrepancies and inaccuracies across all shops, investigating reasons for occurrence.
Ensuring the stock replenishment team is following all health and safety policies and procedures, working in a safe manner always.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role

PERSON SPECIFICATION

Job Specific	Proven experience as a supervisor in a fast-paced retail environment.
	Strong knowledge of the retail environment within the heritage and culture sector.
	Good administrative and analytical skills with attention to detail.
	Strong experience in stock replenishment and operations in the retail environment.
Core Skills	Basic standard of literacy and ability to perform straightforward numerical/financial transactions
	Experience of communicating clearly, with the ability to adapt your communication style for different groups
	The ability to use MS Office and other relevant IT systems as appropriate for the role.
	Proven ability to manage a high workload and multiple priorities whilst meeting deadlines
Behaviours	<p>Respects others' expertise, time, perspectives and contribution.</p> <p>Takes responsibility for delivering on actions, achieving high-standards and learning from mistakes</p> <p>Open to change, new ideas and suggestions; looks for opportunities for improvement and self-development</p> <p>Works with others outside their own department in a collaborative, understanding, and, engaging way.</p> <p>Choose an item.</p>
Desirable	<p>Previous experience working with luxury goods and/or jewellery in a retail environment.</p> <p>Experience of working within a large multi-department business, with contribution towards the wider organization goals and achievements.</p> <p>Enthusiasm for the V&A and its mission.</p>

Position in the team

