Application Pack

Ref: WA128

Shop Supervisor

FTE Salary £27,046 pro rata per annum

Part time (Permanent)

28 hours per week

Closing Date: 13 April 2022 at noon

WESTMINSTER ABBEY ENTERPRISES LIMITED
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About Westminster Abbey Enterprises Ltd

Westminster Abbey Enterprises Limited (WAEL) is responsible for all retail activities at Westminster Abbey, and currently employs around 24 staff.

The main shop, situated at the exit to the Abbey (the Great West Door), sells a range of books and merchandise inspired by the life, history and architecture of the Abbey, and reflecting its location as a visitor attraction in central London. There is a further shop in the Cloisters (at the restaurant entrance/exit) selling a selective range of gifts, guides and souvenirs. We also sell online, at shop.westminster-abbey.org.

The net profits from retail sales revenue are usually gift-aided to the Abbey, and WAEL’s trading activities provide a valuable contribution to the income of the Abbey.
About Westminster Abbey

Westminster Abbey is a major centre for Christian worship, a leading venue for tourism and a treasured part of Britain’s heritage. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is the House of Kings, where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and the United Kingdom are buried. The shrine of St Edward the Confessor, King of England from 1042 to 1066, is at the heart of the Abbey Church. Also buried or commemorated here are many of the great men and women from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians. Westminster Abbey is a Royal Peculiar, and the Dean and Chapter of Westminster are directly responsible to the Sovereign.

- The Dean and Chapter of Westminster defines its Mission in these terms:
- To serve Almighty God by offering divine Worship daily and publicly;
- To serve the Sovereign by daily prayer and by a ready response to requests made by or on behalf of Her Majesty;
- To serve the nation by celebrating the distinctive witness of the Christian faith; by upholding the place of religious faith within national life; and by active engagement with Parliament, Whitehall and others in positions of public service;
- To serve all pilgrims and visitors to the Abbey, and to maintain a tradition of hospitality.

Our values

As one we serve each other, our visitors and the wider world in all we do with:

- Truthfulness
- Integrity
- Empathy
- Excellence

The Abbey attracts over one million paying visitors each year, from all around the world. A large number of people also attend services which take place seven days a week. Daily services are only part of the Abbey’s work, for there are also many ‘special’ services and events throughout the year. Westminster Abbey currently employs around 300 staff in a variety of roles and an even larger number of volunteers.

The Abbey receives no regular income from the State, the Church of England or the Royal Family, and relies on monies raised from visitors to ensure that the building can be properly maintained and remain open as an amenity for all.
Job Description

JOB TITLE: Shop Supervisor, part-time

ACCOUNTABLE TO: Shop Operations Manager

POSTS REPORTING TO: Retail Assistants

LOCATION: Westminster Abbey precincts

JOB SUMMARY: To ensure that the shop outlets within the Abbey precincts operate effectively on a daily basis, and are properly staffed at all times throughout the day. To assist the management team in effectively motivating, training and developing all staff. To ensure that all staff deliver a consistently high standard of customer service and create a warm and welcoming environment for all customers and visitors, leading by example. To support the management team in maximising revenue and profitability.

MAIN DUTIES AND RESPONSIBILITIES:

Communication

1. Ensure that staff are briefed regularly on new and relevant information regarding the shop, other WAEL outlets and the Abbey, and any changes to current systems and procedures.
2. Ensure staff are informed of new products, and receive relevant product information to enable them to develop a good standard of product knowledge.
3. Ensure staff are aware of financial targets and performance, and understand their role in achieving and exceeding those.
4. Regular communication with the shop and stock assistant to ensure all lines are displayed on the shop floor and volume of displays is maintained.
5. Deal with customer queries and resolve complaints as appropriate.
6. Ensure effective and constant communication between the shop and stock staff and the management team.
7. Liaise with other staff within the Abbey as required.

Operations

8. Ensure daily shop rota is effective and staff are efficiently deployed, monitoring staff breaks and customer flow.
9. Carry out opening and closing procedures for the shop outlets as required.
10. Ensure staff are maintaining visual merchandising and housekeeping standards within their designated areas of responsibility.
11. Display of new products in accordance with the retail manager’s visual merchandising plans.
12. Ensure all pricing, ticketing and signage is correct and amend as necessary.
13. Liaise with the shop operations manager in suggesting and implementing improvements to existing systems and procedures with a focus on efficiency, customer service and improving retail KPIs.
14. Act as ‘duty manager’ and assume full responsibility for the shop outlets when nominated.
15. Ensure that cash handling, reconciliation and bank procedures are strictly adhered to by all staff.
16. Stock control: ensure accuracy of system records by ensuring Retail Assistant accuracy at point of scale, and by helping to plan and manage effective stock takes.

**Staff**

17. Assist in the training and induction of new Retail Assistants, and in the provision of ongoing training.
18. Effective delegation of appropriate tasks to the shop team, ensuring that staff perform all tasks accurately and efficiently.
19. Ensure that shop staff provide a warm and welcoming atmosphere in the shops, and deliver excellent customer service at all times.
20. Ensure that staff are briefed regularly on new and relevant information regarding the shops and the Abbey, and any changes to current systems and procedures.
21. Ensure that staff are fully informed on all products and ranges, and provide Retail Assistants with appropriate selling techniques to help customers make suitable purchasing decisions.
22. Ensure staff are aware of financial targets and key performance indicators, and understand their role in achieving and exceeding those.
23. Monitor timekeeping and performance of staff, taking or suggesting appropriate action as set out in the staff handbook.
24. Motivate, support and coach staff, providing regular feedback.

**Cash handling**

25. Daily reconciliation of the shop outlet takings, and preparation of floats as required.
26. Ensure that the Westminster Abbey Enterprises cash handling, cashing up and banking procedures are strictly adhered to by all staff.
27. Ensure money in the tills is regularly cleared and change levels are maintained, ensuring security of monies at all times.

**Stock Control/ EPOS system**

28. Assist with regular stock checks and full stock takes.
29. Inform the IT department of any till and computer issues as they arise in all shop outlets, and liaise with external support as required. Inform management team of any ongoing issues.
30. Inform the administrator of any stock or non-stock ordering requirements.
31. Ensure accuracy of EPOS system stock records is maintained by ensuring stock is correctly keyed at point of sale.

**Health & Safety**

32. Ensure all staff are aware of, and correctly follow, company health & safety procedures.
33. Notify the Works department or management team of any urgent or routine work that needs to be carried out, ensuring they are made aware of any health & safety issues.
Other

34. Pro-actively develop own retail skills and knowledge, identifying own training and development needs.
35. Troubleshoot till and computer issues as they arise in all shop outlets, liaising with the IT department and external support as required.
36. Ensure all staff understand and adhere to company health & safety procedures
37. Notify the Works department or management team of any urgent or routine work that needs to be carried out, ensuring they are made aware of any health & safety issues
38. When necessary, effectively manage evacuation, accident and emergency procedures
39. Undertake any other tasks that may reasonably be requested by the Head of Retail.

The responsibilities contained within this job description are not exhaustive, and may be amended from time to time to reflect the changing needs of Westminster Abbey Enterprises Ltd.

Safeguarding

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires a basic level criminal record check.
Person Specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. ‘Essential’ criteria are those that the job holder absolutely must have in order to do the job. ‘Desirable’ criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

**Essential**

1. Supervisory experience gained in a busy and demanding retail environment
2. Effective communication skills
3. Proven organisational skills, able to plan and delegate effectively, and take responsibility for the work of others
4. Able to work effectively as part of a small team, developing good working relationships with other team members
5. Effective time management skills, with the ability to prioritise multiple demands and ensure a fast pace is maintained
6. Resilient and able to work under sustained pressure
7. Experience of a computerised stock control and EPoS system, and reconciliation of takings
8. Numerate: GCSE Maths (at grade C or above) or equivalent
9. Flexible approach to duties and hours – regular evening and weekend working required

**Desirable**

10. Visual merchandising: experience creating attractive displays to maximise sales
11. IT: proficient in Microsoft Outlook, Word and Excel
12. An understanding of, and sympathy with, the mission and values of Westminster Abbey
13. An interest in British history
Working for us

Employment Status
This post is part time and permanent.

Salary
The full time equivalent salary is £27,046 per annum (which equates to a pro rata annual salary of £18,932 for the part-time role) and is paid on the last Friday of each month. Salary is reviewed annually in January.

Working Hours
The shop is open seven days a week, and a shift system is in operation as opening hours vary. Working hours (excluding lunch breaks) are 28 per week. Shifts will be worked between 8.30am and 8.00pm on fixed working days (Friday, Saturday, Sunday and Monday), according to the rota prepared by the Shop Operations Manager. This includes regular weekend working; overtime is payable for bank holiday working.

Annual Holidays
The full-time equivalent holiday entitlement is 31 days per annum including recognised public holidays, rising to 33 days per annum in the fifth year of service.

Training
On-site training will be provided in all aspects of the job. Any further training needs will be assessed through the probation period and in annual appraisals.

Pension Scheme and Life Assurance
All employees can join a Group Personal Pension plan, where the minimum employee contribution is 3% and the maximum employer contribution is 9% (as determined by the level of the employee contribution). You will be auto-enrolled into our qualifying workplace pension scheme after 3 months, if you meet the eligibility criteria.

All employees are covered by death-in-service life assurance, whether or not they choose to join the pension scheme.

Staff Discount
All employees receive a 20% discount on purchases from the Westminster Abbey shop and a 30% discount on purchases from the Benugo outlets, which serve refreshments.

Season Ticket Loan
A season ticket loan is offered after satisfactory completion of a probationary period, repayable over 10 months.

Medical Insurance
WAEL will pay 50% of premiums to join a nominated medical insurance scheme after one year’s employment.

Uniform
If a uniform and/or Personal Protective Equipment (PPE) is provided, they must be worn at all times.
Equality Statement and How to apply

Equality Statement

Westminster Abbey Enterprises Ltd (WAEL) aims at all times to recruit the person who is most suited to the job. Recruitment will be solely on the basis of the applicant’s abilities and individual merit as measured against the criteria for the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

We will ensure that our shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please return the Equal Opportunities Monitoring form with your application. This will help us monitor our recruitment practice. The form will not be seen by the people making the selection decision.

Safeguarding

WAEL is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to WAEL, right to work in the UK, proof of professional qualifications and medical clearance, which may include a medical assessment from the Abbey doctor.

How to Apply

Please complete our application form as CVs will not be accepted.

Read the Job Description and Person Specification carefully and think about how your experience, skills and abilities help you to meet the requirements listed in the Person Specification. Use the ‘Supporting Statement’ section of the form to tell us how you meet each of the requirements.

As well as your previous work experience, tell us about other relevant experience such as community and voluntary experience, also leisure and other interests. Clear information on how you meet all the requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

Please send your completed application by email to: applications@westminster-abbey.org

Applications should arrive no later than 12 noon on 13 April 2022. Interviews are scheduled to take place on 28 April 2022.

We regret that, due to the large number of applications we receive, we are only able to contact or provide feedback if you have been shortlisted for interview. We appreciate your interest in our work at Westminster Abbey Enterprises Limited.