



Job Description

Trading Supervisor (Retail)

Grade: 5

Directorate: Operations

Location: WWT Washington Wetland Centre

Reporting to: Trading Manager

What we need you to do: To support the trading manager to deliver an inspirational trading environment that consistently delivers a high standard of service that contributes to an excellent visitor experience and maximises income generation. You will support the retail, admissions, and membership operation, ensuring that you and those you supervise offer a second to none welcome and shopping experience. You will also support the kitchen and trading managers in the catering function of the site and in ensuring a dynamic, supportive, and professional team culture across all trading functions.

Responsibilities of the post

1. To provide leadership to all staff within the trading team enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and support are provided through professional guidance and monitoring in line with WWT's frameworks.
 - To positively lead the team in promoting agreed high standards of service, conduct and professionalism.
 - To assist with training and development of staff to ensure required standards are met and tasks can be delegated.
 - Consistently monitor standards.
 - To contribute to excellent communication throughout the trading team and with the other departments in the centre.
 - Uphold the ethos and mission of WWT at all times
2. To ensure that a consistently high standard of service is provided throughout the day, adapting quickly to changes in customer flow and responding to changing visitor requirements and feedback.

3. Responsible for assisting the Kitchen Manager in ensuring full compliance with Food Hygiene and H&S legislation, including:
 - Ensuring all catering staff are trained to required standards.
 - Food temperature safety checks are carried out and accurate records kept.
 - Food is displayed according to current food legislation and maintenance records are kept.
 - Kitchen cleaning schedules are adhered to accurate records kept.
 - Issues discovered during daily checks are remedied as soon as possible and escalated where support is needed to resolve
4. To fully support and drive the retail, admissions and membership function of the site, including supporting manager absences on an ad hoc basis and to meet day to day demands across the trading department to ensure its profitability.
5. Optimise financial performance to increase profitability by adhering to agreed stock replenishment and display, appropriate stock ordering, accurately managing stock in line with WWT systems and procedures and ensuring that upselling is standard practice across all team members at all times
6. To ensure that all opportunities to promote membership and support of our charitable aims are promoted across the team and performance monitored and responded to.
7. To ensure the health, safety and wellbeing of everyone in the team is an integral part of how they work, creating a safe environment for staff, volunteers and visitors by implementing WWT's health and safety policies and guidelines.
8. Adhere fully to WWT's financial procedures including cash handling policy.
9. To ensure that the team engage with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within the team.
10. To ensure that the team engage and interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

In addition:

- Operate admissions, retail and catering areas that fully adhere to and comply with all legislative standards, in particular Industry Food Hygiene standards.
- Ensure compliance with financial controls and procedures across all trading operations

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date Created: July 2024

Person specification

1. Qualifications

Essential:

- Educated to a minimum of GCSE level A-C standard (minimum of 2 including English) or equivalent
- Food Hygiene Level 3 or above

Desirable:

- Recognised Health and Safety Qualification
- Industry recognized Qualification in Catering (HND/City and Guilds)
- Industry recognized Customer Service Qualification
- Supervisory/Management Training Qualification

2. Experience

Essential:

- Experience in a relevant trading/commercial environment
- Proven track record of working with and adhering to a Food Safety Management System
- Experience of team supervision, playing an active role in ensuring a healthy, professional and effective team
- Proven track record in delivering or exceeding departmental targets
- Experience in delivering exceptional standards in Customer Care

Desirable:

- Experience in managing admissions and membership recruitment
- Previous experience of Safety Management Systems

3. Managerial and supervisory

Essential:

- Ability to determine priorities and set tasks
- Confidently able to train, motivate and engage your team (including volunteers) in accordance with agreed systems of work and culture
- Experience in supervising team members to include:-
 - Setting daily priorities/tasks
 - Monitoring individual and team performance and providing instruction/guidance
 - Allocation of resource (permanent/casual staff and volunteers)

Your team	Number managed	Number supervised
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Permanent Team		1
Casual Workers		6
Volunteers		2

4. Responsibility

Essential:

- Experience of adhering to legislation eg:-
 - Data Protection
 - FSMS
 - Health and Safety
 - Sale of Offensive Weapons
- Proven ability in managing Customer Feedback

Levels of responsibility:

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	£ 2500 (Maximum daily income)
Assets (required for job, exc. buildings)	£30,000
Visitors (per annum)	£66,000

5. Creative Ability

Essential:

- Ability to plan for and adapt to seasonal trade/campaigns and promotions
- Proven experience in problem solving
- Willingness to recommend and help source relevant products to enhance the offer within the trading departments

Desirable:

- Ability to think outside of the 'pond' and committed to going the extra mile

6. Contact

Essential:

- Regular and routine contact with other departments and visitors
- Contact with external suppliers
- Working positively with HQ Commercial, HQ Catering, HQ Retail and HQ Finance on an ad hoc basis