

**JOB DESCRIPTION**

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| **SECTION A: JOB DETAILS** | | | |
| **CAMPAIGN TYPE:** | Concurrent | | |
| **JOB TITLE:** | Buying and Product Development Manager | | |
| **PAYBAND:** | B2 | | |
| **PAY RANGE:** (Appointment will normally be made at the minimum of the pay range) | £30,150 - £34,000 per annum.  It may be possible for high contributors to be paid up to the maximum of the pay band (currently £36,170). | | |
| **ALLOWANCES:** | N/A | | |
| **TEAM:** | Participation | | |
| **SECTION:** | Retail/Visitor Services | | |
| **REPORTS TO:** | Head of Retail Operations & Buying | | |
| **NUMBER OF POSTS:** | 1 | **Hours (p/w):** | Full Time 36 |
| **CONTRACT TYPE/DURATION:** | Permanent | | |
| **ISSUE DATE** | | | |
| 02/08/2017 | | | |
| **CLOSING DATE FOR APPLICATIONS** | | | |
| 20/08/2017 at 23:59 | | | |

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| **SECTION B: JOB DETAILS** |
| **JOB PURPOSE** |
| Retail Services is a changing and dynamic team which operates three shops: two within the Palace of Westminster and an external shop in Parliament Square; in addition there is an e-commerce site which is currently undergoing re-development. Retail Services is part of the wider Participation team with a remit to engage all visitors and the wider public with the work of the UK Parliament in support of the House of Commons strategy to support a thriving parliamentary democracy.  This role is a really exciting opportunity to join a creative and ambitious team in a non-traditional retail environment.  The Buying and Product Development Manager will be responsible for the development and purchasing of a range of bespoke, interesting and unique products for the House of Commons gift shops, including the online shop, inspired by the work of the UK Parliament and the history and heritage of the Palace of Westminster. You will need to buy within set budgets to reach ambitious growth targets and to maximise sales. Along with the Head of Retail Operations and Buying, you will seek new commercial opportunities to reach new audiences and to try innovative strands of new business.  You will have a strong buying background with previous management experience in creating bespoke, unique, exclusive and relevant ranges for a diverse range of customers. You will enjoy the challenges of working in a non-traditional retail environment and feel inspired by the potential of the space, place and relevance of the iconic Palace of Westminster. |
| **KEY INTERNAL RELATIONSHIPS** |
| Managers and colleagues across Retail, Visitor Services and Communications  Parliamentary Digital Services Team  Media, Web and Information Teams (both Houses)  House of Commons managers and staff  House of Lords managers and staff  Members of Parliament and Peers and their staff  Print & Design Team  Catering & Banqueting Team  Police and Security  Parliamentary Archives & Curatorial Team  Events/Banqueting Team  Parliamentary In House Services Team  Education, Outreach & Engagement Teams The Vote Office |
| **KEY EXTERNAL RELATIONSHIPS** |
| General public  Contracted Suppliers and potential suppliers  Industry Contacts  CEVA Off-site Storage |
| **MANAGEMENT RESPONSIBILITY** |
| Stockroom Controller and Retail Admin Supervisor |
| **ADDITIONAL INFORMATION REGARDING THE POST** |
| **Location**  This post will be located on the Parliamentary Estate.  Hours  The post holder will be required to work 5 days per week Monday – Friday. Flexibility is required during peak times and during Retail’s calendar of events. Weekend working may occasionally be requested to complete stocktakes or during events.  **Full-time**  Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour. The hours of attendance for this post are **36 *net*** per week, exact hours of attendance each day are to be agreed with line management but will be on a rostered basis to cover the varied hours/shifts depending on the needs of the business.  **For further information:**  Candidates should refer to the House of Commons careers website  [**www.careers-houseofcommons.org**](http://www.careers-houseofcommons.org/)  **Details of/ Proposed date for test and interview:**  TBC |

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| **SECTION C: JOB SPECIFICATION** |
| **DESCRIPTION OF DUTIES** |
| **Buying and Product Development**   * Create and curate a rich, unique and interesting range of retail product with the Head of Retail Operations and Buying – both bespoke and off the shelf – that meets the needs and exceeds the expectations of our internal and external customers * Manage purchasing at agreed levels with the Head of Retail. Ensure all activities are delivered to budget and all spend negotiated to maximise value. * Initiate and agree retail promotions with the Head of Retail Operations & Buying. Devise and implement monthly promotions for the shop floor in line with Parliamentary/Commons activities and events. * Work together with the Operation Managers/Supervisors to set up training sessions for products and ranges for the retail team as required. * Work with the Head of Retail & Buying on tenders for new and existing product lines in line with the procurement rules. * Work closely with the E-commerce Manager on the online product offer. * Perform full range reviews annually – and track sales trends throughout the year, responding to insights to increase sales – and produce an annual report to the Head of VRS/finance to inform budget planning. * Work together with the retail team to build a strong and innovative retail brand (in line with the emerging HoC brand). * Develop mood boards and range presentations for team discussion to inspire new range ideas. * Attend Trade Fairs, identifying new suppliers and designers. Keep abreast of retail trends and opportunities, including best practice and innovative planning. * Develop and maintain good working relationships with all suppliers to the House of Commons. Produce an annual report outlining their level of business and success of their products.   **Merchandising**   * Lead on developing and maintaining the merchandising plan for all shops – and ensure standards are maintained. * Under the direction of the Head of Retail Operations & Buying, create bespoke, unique product inspired by the Palace of Westminster and the UK Parliament, and associated events and exhibitions. * Source and manage the book selection for all gift shops including the online shop. * Understand the visitor mix for all gift shops and work with suppliers and designers to develop unique, and commercially viable, product ranges for those outlets – develop insights in to customers and buying behaviour * Support the Head of Retail Operations and Buying to maximise sales and profit margins across the business to achieve agreed targets. * Maintain product information on the stock system and perform regular checks to ensure information is up to date and accurate. * On a regular basis, and when new lines are identified, brief the retail team on all new products. * Liaising with colleagues, develop and produce point of sale material for new lines/ranges across all retail outlets and admissions. * Maximise the use of the retail management system to support and maximise the sales potential of the business. * Within the team be responsible for resolving queries or issues on the Retail Management system and training others on best practice.   **Stock Management & Control**   * Manage and control levels of stock orders into the business, within budgets and timescales agreed. * Work with the VRS finance team to ensure finance and compliance standards are met and best practice achieved * Lead the bi-annual stock take for the retail business, working with the retail and finance teams to ensure the completion of accurate stock takes within timescales agreed. * Manage weekly stock counts in line with finance procedures. * Work together with the operations management team and stock controller to ensure stock levels are allocated to all shops to agreed levels to support sales trends, adhering to the replenishment timetable and process. * Lead on quality control ensuring all products goods are delivered to expected standards.   **Staff Management and Development**   * Prepare, organise and deliver staff inductions, and organise and implement staff training and development plans. * Effectively line manage the Stockroom Controller post and the Retail Admin Supervisor to ensure that all duties are carried out efficiently and effectively * To be involved at all levels of performance management as necessary: conducting IPR’s, managing the team’s performance on a one to one basis, absence management, planning and managing schedules.   **Duty Coverage/Responsibility**   * Be able/flexible to work in all or any of the retail locations. * Lead by example in performance of duties and to meet the needs of the business. * Operational support for the Supervisors when Operational managers are out of the business.   **Procedures and Policies**   * Ensure daily adherence to Health and Safety, Security and Visitor Services section policies and procedures. * Be fully conversant with all procedures and policies of the House of Commons Retail department. * Be proactive in constantly reviewing departmental procedures with a view for possible improvements and modifications.   **General**   * Actively contribute towards building a strong team atmosphere by involving and supporting others, sharing information and best practice, injecting enthusiasm and ideas, and promoting a harmonious friendly climate. * Ensure that your own duties are carried out smoothly and effectively; and to resolve any problems as they occur – being able to react to changing events and situations in a professional manner. * Communicate professionally, written and orally, to a high standard. * Attend training, meetings and benchmarking as required. * Comply with any other reasonable management request. |

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| **SECTION D: PERSON SPECIFICATION** | | | |
| **QUALIFICATIONS** | | | |
| **N/A** | | | |
| **SKILLS AND EXPERIENCE** | **APPLICATION FORM** | **TEST/ EXERCISE** | **INTERVIEW** |
| **ESSENTIAL**  **CRITERIA 1 - Experience**  Experience of retail merchandise and book buying, and achieving/increasing sales and margin targets, particularly:   * Developing products and ranges in differing formats and materials with strong creative flair * Managing merchandise across multiple locations within a set budget * Managing stock levels and stock take |  |  |  |
| **CRITERIA 2: Analysis and decision making**   * Knowledge of Retail Management Systems and tracking sales performance data across key KPIs: profit margin, ATV, stock turnover * Seeks out good practice and uses it to challenge and improve services |  |  |  |
| **CRITERIA 3: Working with others**   * Builds good working relationships with a diverse group of internal & external stakeholders, customers, designers and suppliers while promoting a culture of diversity and inclusion. * Ability to manage others including improving performance, motivation and job satisfaction through coaching, delegation and recognition |  |  |  |
| **CRITERIA 4: Innovating and improving**   * Takes the initiative to suggest new ways of working, brings forward new ideas to grow the business * Seeks out and acts upon a broader range of feedback from stakeholders |  |  |  |
| **CRITERIA 5: Planning and managing workload**   * Highly organised with the ability and flexibility to meet tight deadlines co-operatively * Develops clear, actionable and measureable plans |  |  |  |
| ***DESIRABLE***  **CRITERIA 6**  Experience in developing product ranges for exhibitions. |  |  |  |

