

CHARLESTON

JOB TITLE: Retail Supervisor

CONTRACT: 21 hours per week

REPORTING TO: Retail Manager

SALARY GRADE: £21,000-£22,500 pa pro-rata

ABOUT CHARLESTON

Charleston is a place that brings people together to engage with art and ideas.

The modernist home and studio of the painters Vanessa Bell and Duncan Grant, Charleston was a gathering point for some of the 20th century's most radical artists, writers and thinkers known collectively as the Bloomsbury group. It is where they came together to imagine society differently and has always been a place where art and experimental thinking are at the centre of everyday life.

Today, we present a dynamic year-round programme of exhibitions, festivals and events. We believe in the power of art, in all its forms, to provoke new ways of thinking and living.

The Charleston Trust was formed in 1980 and is responsible for the care of Charleston's house, interiors and collections; and for opening the site to visitors. It is an independent charitable trust and receives no regular public funding. Charleston Enterprises Ltd manages the retail offer at Charleston and all profits support the work of the charity.

MAIN PURPOSE OF THE ROLE

The purpose of this role is to assist the Retail Manager in efficiently managing the day-to-day operations of our retail spaces to make sure we achieve our sales targets and maximise profitability.

The Retail Supervisor will be responsible for efficient stock management using our EPOS system (Vend/Lightspeed), including recording deliveries and barcoding stock for sale. This role will also lead on presentation of the shop and visual merchandising and will line manage our Retail Assistants and assist them in dealing with customer queries via email and in person.

The Charleston Trust
Charleston, Firle, Lewes
East Sussex BN8 6LL
+44(0)1323 811 626

info@charleston.org.uk
charleston.org.uk
@CharlestonTrust

CHARLESTON POST

The post holder will have retail experience and be highly motivated to deliver an outstanding retail experience for all our visitors, delivering excellent customer service and the highest standards of presentation.

This is a flexible role, and you may carry out a range of different duties in any week.

MAIN RESPONSIBILITIES

- Carry out thorough quality and quantity control checks on all new stock deliveries and ensure all accepted stock is entered on the EPOS system, unpacked, barcoded and stored correctly.
- Maintain appropriate stock levels in close consultation with Retail Manager.
- Maintain effective ongoing stock control by tracking deliveries, processing returns, write-offs and identifying damages where necessary.
- Plan and deliver regular interim stock checks and investigate any variances and assist with the annual stocktake.
- Be a confident user of the EPOS system (Vend Lightspeed) and support all staff in using the system competently.
- Lead on visual merchandising of the core ranges and temporary displays in the shop, keeping the offer fresh and appealing to Charleston audiences.
- Support the Online Retail Assistant in fulfilling online orders and responding to customer queries.
- Support the retail team by ensuring shop floor standards and customer service standards are consistently maintained and ensuring excellent product knowledge across the team.
- Provide excellent customer service to Charleston visitors whether in person in the shop or by answering queries online and by phone.
- Manage refunds and returns in line with our Refunds and Returns policy
- Ensure all packaging materials are in supply, for both e-commerce and shop purposes

Essential Skills and Experience

- Two years' experience of working in a retail setting.
- Experience of delivering exceptional customer service in a retail environment.
- Experience of using EPOS sales and stock management systems
- Understanding of visual merchandising.
- Experience of supporting stocktakes and carrying out regular stock checking.
- Ability to take responsibility for own time management.
- Clear communication skills.
- Ability to stay calm under pressure and solve problems quickly and efficiently.

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CHARLESTON TRUST

- Experience working as part of a team in a supportive and cooperative manner.
- A pro-active, hands-on approach to work, with excellent attention to detail.

Desirable Skills and Experience

- Retail experience in a gallery or cultural organisation
- Experience of working with Lightspeed/Vend
- Familiarity with using Shopify for online retail
- An interest in the arts, culture and heritage.

ADDITIONAL INFORMATION

Applicants should be aware that for this role you will need to be based at Charleston and it can be difficult to reach us via public transport. We do operate informal lift sharing, but this is not guaranteed.

HOW TO APPLY

Deadline for applications: Monday 27 February at 12 midday

Interviews: w/c 6 March

To apply, please email a covering letter and CV to jobs@charleston.org.uk and follow the link on the job description webpage to complete an [equal opportunities monitoring form](#).

All positions at Charleston are offered subject to the following conditions:

- Receipt of satisfactory references
- Proof that you are legally entitled to work in the UK

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