

## Job Description

Visitor Attraction	Llyn Brenig Visitor Centre (Conwy)
Job Title	Retail Supervisor   Goruchwilydd Manwerthu
Rate Of Pay	£26,173 - £29,738
Contract Type	Full time, Fixed Term (18 months)
<p>Summary</p> <p>We are looking for a friendly people-person to supervise our retail team. You will take the lead on driving shop sales, stock management, supplier liaison, financial reconciliation and all aspects of point-of-sale, pricing and general administrative tasks. You will take on shifts as a Duty Manager and have a role to proactively engage with customers, answering enquiries and provide them with the information they need to get the most out of the site so that they leave with a positive experience.</p>	
Who You'll Work With	<ul style="list-style-type: none"> <li>• Business support</li> <li>• Marketing team</li> <li>• Retail assistants</li> <li>• Finance team</li> <li>• HR team</li> <li>• Ranger team</li> <li>• Activities team</li> <li>• Fishing clubs</li> <li>• Retail suppliers</li> <li>• Customers</li> </ul>
Work Pattern	Rota, daytime shifts, Monday to Sunday Requirement to work weekends and Bank Holidays
Essential information	Driving licence / own transport essential as Llyn Brenig is not served by public transport.
<p>Benefits</p> <p>As well as a market competitive salary:</p> <ul style="list-style-type: none"> <li>• Free on-site parking at all our sites</li> <li>• 20% off all Welsh Water visitor attraction centres and gift shops</li> <li>• An employee assistance programme for employees and their immediate family</li> </ul>	
<p>Responsibilities include:</p> <ul style="list-style-type: none"> <li>• Supervise the running of the retail areas on a day to day basis including some shifts as Duty Manager.</li> <li>• Assist the Business Support Officer with creating rotas.</li> </ul>	

- Take a lead in ensuring all paperwork is correct, up to date and properly filed, (e.g. hire forms, cleaning records)
- Maintain high levels of presentation throughout all retail areas, as well as implementing procedures to improve if required
- Assist with stock management and pricing
- Share best practice with other DCWW sites
- Compare pricing with local outlets ( Benchmark )
- Look for economies of scale, bulk orders with preferred suppliers to split with other sites
- Review and refresh product range to keep up with market trends
- Liaise with suppliers, place orders for shop stock and record receipts on Tevalis.
- Display shop items and maintain counter stock to maximise income.
- Daily reconciliation of shop income with till Z reports.
- Work to appropriate safety procedures to ensure the wellbeing of all persons on site.
- Be an ambassador of Dwr Cymru Welsh Water, providing a friendly point of contact and information service to visitors.
- Undertaking any other duties as required to meet the needs of the business.

#### Qualifications, Experience, Knowledge

##### Essential

- Retail supervisory experience
- Working with the general public
- Practical health & safety experience
- Enthusiastic about putting our customers first every day
- Ability to work on own initiative
- Numeracy / till operating skills
- Effective Communication skills
- Commercial awareness
- Retail customer service knowledge or specialism

##### Desirable

- GCSE or higher in Mathematics or equivalent
- Ability to communicate effectively in Welsh

## How To Apply

Email the following to: [brenig.jobs@dwrwymru.com](mailto:brenig.jobs@dwrwymru.com) quoting job title Retail Supervisor in Subject Field

- Your CV
- A covering letter to support your application of no more than two sides of A4. Explain why you're interested in the position and provide evidence of why you're suitable, based on the 'Responsibilities' and 'Qualifications, experience and knowledge' sections above
- Name and contact details of two referees.

