



# JOB DESCRIPTION

**Post:** Floor Manager

**Department:** Retail, Tate Commerce

**Reporting to:** Trading Support Manager

**Reporting for:** Retail Supervisors and Assistants

**The Company** Tate Commerce is a wholly owned subsidiary of Tate. Work at Tate Commerce ranges from publishing, retail and merchandising roles to operations, finance and licensing.

Tate Commerce shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern and contemporary art. Its role is to maximise profits and extend the value of the Tate brand, to support Tate's work and collection.

We are committed to reducing our carbon footprint and protect the environment and expect all staff to adhere to our Environmental Policy which can be found [here](#).

**The Department** The Retail Team engages with Tate's visitors through our outlets, extending the visitor journey beyond the galleries and maximizing revenue and visitor satisfaction. We work closely with Tate Commerce colleagues and other front of house teams to deliver an outstanding experience to all of Tate's visitors. We are a large and diverse team of customer-focused professionals, passionate about delivering an exceptional customer experience and generating income that supports the work of Tate.

**Purpose of the job:** The role of the Floor Manager is to achieve sales budgets and deliver the Company business goals through empowered and motivated sales teams. The Floor Manager supports the Trading Support Manager and Head of Retail in all aspects of the day to day running of the shops and will be expected on occasion, to deputise for the Trading Support Manager in their absence.





## Main responsibilities and duties:

In addition to the duties listed below, you will manage the retail operations through the motivation and empowerment of the Retail Assistant and Supervisor team. This includes responsibility for stock holding, KPIs, display standards within the shops and customer experience, under the direction of the Trading Support Manager. Hours will include working some late shifts, weekends, and holidays.

### People

- Responsible for the development and success of a retail team utilizing Tate's behavioural framework, Personal Development Reviews, training, regular 1-2-1's, in keeping with Tate's values
- Induct, train and manage a team of Retail Assistants and Supervisors. Motivate and empower the team to deliver the company's sales targets and business goals by leading from the front
- Support recruitment campaigns for Retail Assistants and Supervisors, interviewing and hiring candidates, through to managing induction and probationary periods
- Ensure all People policies (including time, attendance, and holiday) are followed amongst the shop teams, partnering with Senior Management and the People Team to escalate issues and support finding resolutions
- Responsible for creating a working environment that encourages equality, diversity and inclusion and the ability to create an inclusive, respectful culture within a team
- Facilitate constructive communication and collaboration among management, union representatives, and retail staff

### Profit

- Responsible for driving financial performance and profitability of Tate's shops, monitoring sales and budgets on a daily, weekly, and monthly basis, adapting strategy to achieve goals
- Lead the shop team to achieve KPI goals – creating a positive performance culture, grounded in accountability and consistent communication amongst retail staff
- Responsible for overseeing day-to-day operations and people support for the retail team, ensuring staff are appropriately scheduled on the rota to achieve KPI, VM, and operational goals
- Accountable for maintaining high stock accuracy and depth in product assortment – responsible for ordering, reviewing product selling reports and collaborating with the Merchandising Team and management to maintain a well-stocked floor



#### The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.



- Responsible for upholding high standards of visual merchandising and displays amongst shops, incorporating best practice from the VM guidelines and adjusting displays in collaboration with the VM team
- Ensure all operational policy and procedures, such as cash handling and inventory management, are adhered to amongst staff, reporting any discrepancies or issues that arise to the appropriate teams
- Responsible for ensuring that teams are preventing loss by maintaining a strong floor presence and minimising clerical errors through clear communication and training

### Customer

- Lead by example in delivering premium customer experience in shops utilising Tate's Customer Service training playbook and Tate's values
- Empower the shop teams to provide premium customer experience by delivering training on engagement, product knowledge, and selling techniques
- Proactively encourage a culture of enhancing the visitor experience and ensure your team is delivering excellent standards of customer service in accordance with the customer service training and Tate's values
- Maintain good customer relations, acting as a liaison between the shop floor and senior management in the event of complaints and suggestions by members of the public
- Maintain compliance of all health and safety regulations including completing risk assessments, implementing relevant actions and ensuring compliance

### What you will bring to team:

- Managerial experience, gained within a commercial setting alongside a passion for leading large and diverse teams
- A commitment to proactively developing team members, as well as demonstrable ability to motivate and inspire teams to deliver business goals
- Experience of closely managing stock and stock availability
- Ability to work towards a sales budget and demonstrate performance success
- Ability to recognise poor performing areas and seek prompt, effective solutions for improvement
- Ability to motivate and performance manage a team of full and part-time staff
- Sets standards of self-discipline with regard to presentation, time management and attendance, encouraging team to do the same
- Excellent interpersonal and collaboration skills, demonstrating the ability to communicate effectively and positively at all levels across the gallery and other



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stakeholders, all staff, suppliers, customers and visitors

- Experience of creating a working environment that encourages equality, diversity and inclusion alongside a commitment to delivering progress in these areas
- High personal standards of customer service, and ability to develop a culture of enhancing the visitors' experience
- Resilience, openness to change and ability to think creatively
- Aptitude for effective visual merchandising
- Demonstrate good planning and prioritisation skills
- Ability to work collaboratively with a diverse range of colleagues and treat all colleagues with dignity and respect
- Technically proficient: proven capability with the use of MS Office suite and EPOS systems
- A passion for and commitment to the work of Tate
- Ability to work flexibly on a rota pattern, including working weekends, public holidays, and early morning or late evening shifts



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