

ONE REN

POST TITLE:	Retail Supervisor	POST ID:	
DEPARTMENT:	Business Development	GRADE:	4
SECTION:		LOCATION:	
REPORTING TO:	Retail Manager		
LINE MANAGEMENT OF:	Visitor Operations Assistants (Retail)		

JOB PURPOSE

The retail supervisor supports the delivery of OneRen's retail experience that is customer focused and reflects the overall visions for the organisation.

KEY DUTIES & RESPONSIBILITIES

1. Contribute to OneRen's visitor retail product offerings and experience in accordance with agreed operational standards.
2. Contribute to the development and implementation of agreed standard operating procedures to ensure retail channels operate smoothly and efficiently and that all internal product related and health and safety standards are met.
3. Support the growth of retail sales by contributing to effective selling processes, monitoring stock level and safekeeping and setting up merchandising displays and promotions that supports retail sales targets and growth.
4. Supervise the Visitor Operations Assistant (Retail) team to ensure the effective delivery of customer service standards.
5. Ensure retail spaces are always well stocked, presented and maintained in accordance with OneRen's branding standards.
6. Support the implementation and delivery of agreed visual merchandising and point of sale layouts across all retail outlets ensuring standards are maintained and provide feedback that supports improvements that optimises sales across all products ranges.
7. Contribute to the maintenance of the retail website content and stock offerings in line with agreed ecommerce standards.
8. Supervise and develop the Visitor Operations Assistant (Retail) team to achieve agreed sales targets and drive growth and that ensure everyone feels valued with a stronger customer service focus.

9. Carry out a range of financially related tasks including providing data on revenue taken and reconciliation and preparation of banking deposits in accordance with the OneRen's financial processes.
10. Process cash and card transactions using the EPOS system, in accordance with the specified cash handling procedures.
11. Liaise with the Retail Manager and/or Finance Team to report, investigate and resolve any financial variations ensuring agreed processes are adhered to.
12. Contribute to on-going product reviews to refresh retail product offerings that align to seasonal programming, public events and activity led demands.
13. Contribute to the development and continuation of supplier relationships that supports the preparation of OneRen's retail buying and merchandising plans.
14. Support the implementation of agreed sales promotions to shift priority stock items including stock clearance.
15. Participate at team meetings and service meetings as scheduled in accordance with the remit and status of the post.
16. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with OneRen's policies and procedures.
17. Ensure that all activities for which the post holder is responsible are delivered in accordance with the OneRen's Equality and Diversity Policies and the statutory and general and specific Equality Duties.
18. Promote the health and safety of employees at work and of service users through the implementation of the OneRen's policy on health, safety and welfare at work and Service health and safety arrangements in accordance with all relevant statutory requirements.
19. Adhere to the OneRen's policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
20. Uphold the organisational values of integrity, excellence, creativity and fairness.

PERSON SPECIFICATION

Factors	Essential	Desirable	Method of Assessment
EDUCATION	SVQ 2 or NC in a related subject and / or related equivalent experience	SVQ 3 in a related subject and / or related equivalent experience	Qualification
RELEVANT EXPERIENCE	Evidence of effective supervisory management and team development in	Contributed to developing sales promotions	Application, Interview

	- a retail environment - Experience in dealing with suppliers - Experience of creating merchandising displays - Experience of cash handling and banking procedures	Supported partnerships with suppliers	
SPECIAL KNOWLEDGE & SKILLS	- Ability to deal with customer issues in retail environment	Ability to deal with employee related matters i.e. attendance	
PERSONAL FEATURES/ QUALITIES	- Focuses on solutions rather than problems - Ability to maintain positive working relationships - Motivated to achieve results. - Ability to work under pressure. - Customer Service focused to seek to improve the customer experience		
MANAGEMENT COMPETENCES			
OTHER	A flexible approach will be required to suit the needs of the business, including evenings and weekends.		

Approved by:	Michelle Woods	Date:	8 th April 2026
Evaluation Reference:	A3464	Date:	9 th April 2026