



JOB DESCRIPTION

Job Title	Retail Buying Manager
Department	Retail, Commercial Development
Grade	D
Location	Barbican Centre
Responsible to	Head of Retail
Responsible for	Retail Merchandiser

Purpose of Post

Reporting to the Head of Retail, plan and buy for the Barbican retail outlets and ad hoc satellite project shops, as well as increasing secondary income streams and establishing the Barbican brand as a design label.

Lead on the Barbican's retail product range, ensuring that it is in line with and enhances the Barbican brand, delivers a unique, customer focused retail experience reflecting the arts programming, and to agreed budget and sales targets.

Main Duties & Responsibilities

1. Source and deliver an innovative, commercially driven and high-quality product range across all Barbican retail outlets. Ensure the product range is brand-aligned and responds to Barbican trends and arts programming where relevant as well as wider seasonal opportunities.
2. Support the Head of Retail in establishing of new income streams and opportunities such as brand collaborations and Licensing by researching, identifying and building new key relationships with external stakeholders.
3. Research and identify external designers for collaboration, or work with internal design teams, and ensure that designers receive a full brief in order to develop innovative merchandise lines, which align with the Barbican's architecture, brand and arts programme.
4. Proactively seek and build relationships with new suppliers and design talent to establish and build on positioning Barbican Retail as a design label and destination shop.
5. Work closely with the Retail Operations Manager, identify areas for further product development which align with the overall Retail strategy, and identifying gaps in the offer using customer and staff feedback.

6. Alongside the Retail Operations Manager, support the delivery of the Retail Strategy, developing new ideas and business initiatives to drive footfall, increase the Barbican Shop visibility within the Centre and develop ways in which the Barbican Shop can engage with new audiences.
7. Alongside Retail Management, research ideas and generate content for retail events to be held at the Barbican and identify opportunities to drive footfall which raises the Barbican's profile, in line with the arts programming and generating new income streams.
8. Work collaboratively with artforms and external stakeholders to ensure their cooperation and support of retail events and new product launches. Build key relationships with internal and external stakeholders to assist in the delivery and launch of new product.
9. Monitor Retail sales data and KPIs, making product range decisions to ensure sales and profit targets for Barbican retail are met, working in close collaboration with the Retail Operations Manager.
10. Negotiate with suppliers to ensure robust margins on products are maintained and monitor performance of product lines to ensure profit is maximised in line with set Retail budget targets.
11. Work with Head of Retail on forward planning, developing a workable schedule for the ongoing development of new ranges, exhibition stock, publishing projects and identify any associated costs for inclusion in retail budgets.
12. Analyse consumer buying patterns and research future trends to use the knowledge and insight to inform buying decisions. Analyse upcoming arts programming at the Barbican to develop and provide an appropriate Retail offer, including identifying potential sales and marketing opportunities.
13. Line manage and oversee the Retail Merchandiser to ensure that appropriate stock levels are in place. The Retail Buying Manager is responsible for the ongoing performance management of line reports, working with HR where necessary to resolve staff any performance issues. Ensure training and development opportunities are explored.
14. Regularly attend retail trade shows in order to support and input into the development of the range, building and maintaining a network of retail contacts and relationships.
15. Oversee the Retail Merchandiser and Retail Stock Controller in the continuous improvement of back office use of EPOS in a manner, which delivers the best results for the business.
16. Conduct quarterly product range reviews analysing sales data and KPIs, customer feedback and observations to proactively establish and implement improvements and changes to stock ranges, visual merchandising and display.

General

17. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
18. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
19. To undertake any other duties that may reasonably be requested appropriate to the grade



PERSON SPECIFICATION

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Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Professional Qualifications / Relevant Education & Training

Essential

- Educated to degree level or equivalent (A)
- Sound knowledge of retail buying in a Creative Arts/Cultural environment (A, I)
- In-depth understanding and knowledge of inventory management with the ability to source and develop commercial products that are profitable, on brand and meet customer expectations across retail outlets and internet-based trading (I)
- Thorough knowledge and understanding of retail buying work practices, procedures and current retail trading legislation and licensing laws (I)
- Very high level of IT expertise with strong knowledge of the use of a wide range of packages and applications including business critical systems such as EPOS retail system and Microsoft Office packages (Word, Excel, Outlook, PowerPoint) (A, I)

Experience Required, including Budget Holding Experience (if appropriate)

Essential

- Good knowledge of developing new product ranges, with the ability to identify commercial opportunities and improve product offering driving profits (A, I)
- Detailed knowledge of current commercial trends, branding and merchandising in an Arts/Cultural environment (A, I)
- Strong numerical and financial skills with the ability to interpret retail data, manage budgets and work to agreed KPIs, including stockholding, spend and profit margin targets (A, I)
- Excellent written communication skills with the ability to write a wide variety of correspondence for internal and external stakeholders, including detailed inventory and sales forecasting reports, retail buying plans and proposals (A)
- Excellent oral communication skills with the ability to maintain productive relationships with customers, internal and external stakeholders (A)
- In-depth understanding of information analysis, data extraction and methods, with the ability to work with figures and forecasting models (A)
- Creative flair, along with a proven ability to translate creative ideas into commercial products. (A, I, T)

- Significant experience of retail buying and product development, building commercially successful product ranges in a Creative Arts/Cultural business environment (A)
- Significant experience of working with suppliers and designers to create commercially successful licensed products (A)
- Experience of monitoring sales figures and forecasting sales; working to budgets and delivering against income and sales targets with a proven track record of increasing turnover and profitability and meeting KPI's (A, I)
- Experience of identifying commercial opportunities and planning new product ranges and developments to drive success and increase sales (A, I, T)

Desirable

- Good knowledge of visual merchandising with an understanding of the principles of product presentation in a Retail Outlet (A)
- Proven supervisory skills in coaching, motivation, and developing staff (A)

Other Relevant Information eg. working hours or desirables (only if applicable)

Ideally a knowledge of, and interest, in arts and culture, current fashion and trends, as well as a background in design.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.

Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The salary range for this job is £35,090 - £39,680 per annum per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis

Hours of Work

Normal office hours are 35 hours per week, excluding lunch breaks, Monday to Friday, but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 28 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly

should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

Two months by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.