

## ROLE DESCRIPTION

Company	Kent and East Sussex Railway Company Limited
Job Title	Retail Coordinator
Job Holder	
Reports To	Commercial Manager

## ROLE PURPOSE

The coordination of retail outlets, both physical & digital, to maximise sales & customer experience opportunities. Further the ongoing development of retail services in conjunction with the Commercial Manager. Recruit and take a leading role in the personal development of retail staff.

## ROLE RESPONSIBILITIES

- Recruit and develop a team of suitable volunteer staff to minimise the need for casual employees;
- Ensure all outlets are adequately staffed at all required times;
- Hold personal development meetings with staff & take forward initiatives for improvement;
- Create & maintain staff competency records;
- Ensure adequate supervision of retail staff;
- Maintain safe working practices and ensure legislative compliance;
- In conjunction with the Commercial Manager, select suitable stock to enhance the customer experience;
- Ensure effective stock management, budget compliance and accurate records of purchases/sales;
- Maintain & develop EPOS systems;
- Ensure displays are always attractively & adequately stocked;
- Ensure digital sales are fulfilled correctly & promptly;
- Ensure that proceeds of sales are correctly accounted;
- Manage routine & periodic cleaning of retail & associated storage areas;
- Ensure a rolling program of risk assessment reviews is maintained;
- Suggest & implement new ideas for enhancing retail services;
- Develop a close working relationship with all other Department Managers;
- Perform any other reasonable tasks as required by the Commercial Manager.

## RESOURCES FOR WHICH THE ROLE HOLDER IS ACCOUNTABLE

People	Retail Department personnel
Budget	In liaison with the Commercial Manager work within the allocated budget
Safety	Retail staff & customers

## ROLE DESCRIPTION PREPARED BY

## ACCEPTED BY

Commercial Manager.....

Job Holder.....

Signature.....

Signature.....

Date.....

Date.....