



Job Title	Retail Operations Supervisor
Reporting To	Head of Retail
Department	Commercial/Merchandise

Job Purpose

To manage and improve the day to day running of Silverstone's Retail outlets, to meet agreed department targets whilst maintaining an exceptional standard of customer service and presentation, through a highly efficient sales team.

Key Responsibilities

- Process Retail Operations
- Control the staffing zero hours budgets
- Responsible for managing/updating the Retail event calendar
- Work closely with HOR to create a critical path for each event & distribute to retail team
- Attending regular internal event meetings (Drive/Events team) and reporting back to the retail team.
- Managing the tender for retail event equipment
- To work with the agreed budgets
- Responsible for the hiring process with ref to zero hour staff
- Effectively manage the zero hour staff and staffing issues/ 3rd party staff contractors
- Ensure the retail department has staff for all required events and retail functions including stock takes
- Set up and manage the hiring days/ staff training and staff manuals
- Manage the "when I work" staff booking in system and time sheets
- Produce weekly duties/task structured reports for weekend staff
- Manage team briefings before events
- Produce commercial reports post event and produce debriefs
- Liaise with internal stakeholder ref event requirements – IT/Power/ etc.
- Collectively plan event retail fit outs and stock requirements, merchandise the areas
- Ensure team are aware of targets and actively strive to reach them
- Ensure Drive trailer in correct position by liaising with 3rd parties
- Manage any green screen requirements and 3rd party relationships ref events
- Responsible for setting up the wing pre and post event ensuring stock is secure
- Manage the daily sales at the Hub
- Be a champion and assist when required the Silverstone Experience
- Assist with set up and processing 3rd party contracts (Classic)
- Assist with visual merchandising in store locations
- Effectively manage floats and cash collection
- Ensure end of day procedures are processed in each retail area
- Process the Penny mangle monthly cash collection
- Exceptional Customer service
- Weekend work required to cover drive

Silverstone Circuits Ltd

Jimmy Brown Centre, Silverstone Circuit, Northamptonshire, NN12 8TN, United Kingdom
+44 (0)844 3728 200 info@silverstone.co.uk www.silverstone.co.uk
Company No. 882843 VAT No. GB 170160935 Registered in England and Wales



SILVERSTONE

- Create and update event/working process manuals
- Any other duties requested by the HOR to support the team

Key Relationships

Head of Retail, Drive, Marketing, Finance, Venue Partners and Venue Services, Suppliers, Zero hour staff and the IT Department

Knowledge, Skills & Qualifications

- Experience within a small/midsize retail organisation or event background
- Target driven and commercially aware
- Passionate about retail events
- Strong understanding of retail processes
- Effective communications skills
- Highly organised
- Confident in Word, Excel and PowerPoint
- Flexible approach to working hours ,
- Full clean UK driving licence

Competencies

Customer Focus	Willing to go the extra mile
Communication	Is clear and articulate in oral and written communication
Team Working	Recognises and rewards contribution of others
Drive for Results	Accepts and meets stretching targets

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