



# Shetland *arts*

## Job Profile

<b>Role</b>	<b>Bonhoga and Retail Manager</b>
<b>Department</b>	Creativity and Impact
<b>Competency Level</b>	Higher
<b>Rate</b>	£31,878.00 - £40,000.00
<b>Reports to</b>	Director of Creativity and Impact
<b>Responsible for</b>	Bonhoga Staff Team
<b>Key Relationships</b>	Customers Operations Manager Marketing & Sales Manager Education & Outreach Manager Creative Project Manager Creative Project Officer Senior Management Team Suppliers
<b>Unsociable Hours</b>	Please note that this role may require unsociable hours including evenings and weekends.

### Principle Aim

To manage Bonhoga and ensure that it is an important facility for the creative and cultural communities of Shetland. To ensure the delivery of a customer focused, efficient and profitable retail function that meets the requirements of Shetland Arts internal and external customers and exploits all opportunities.

To be part of the Management Team that delivers Shetland Arts Social Impacts as part of an integrated strategy that supports and inspires creative practice, formal and informal learning, outreach, performance, exhibition and programme opportunities across all art forms in Shetland.

To ensure strong and productive partnerships are developed and maintained locally, nationally and internationally. To work as part of a team that establishes an excellent reputation of service, quality and experience.



**What you will do:**

The following gives an indication of the duties that the post may involve. The exact nature of these duties will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.

1	To ensure the smooth running and commercial development of all retail facilities, including expanding potential digital and online offer, and to ensure all event merchandising opportunities are maximised
2	To manage <u>Bonhoga</u> successfully, including budgets, staffing and support delivery of content with will include exhibitions and any venue-based workshops planned by the programming team.
3	To broaden the retail offer across all existing venues and the breadth of Shetland Arts' work and scope out new opportunities.
4	Maximise income potential of retail including merchandising and after-show sales opportunities.
5	To set the standard for the customer experience at Bonhoga.
6	To work with the Operations Manager to ensure all customer service staff are able to support the retail offer and that all required training takes place.
7	To work closely with the Sales and Marketing Manager.
8	To be responsible for the budget of assigned departments maximising profitability where possible.
9	To be responsible for ensuring all relevant procedures are kept up to date, are relevant to the operation and comply with any relevant legislation.
10	To ensure all point-of-sale material is accurate and effective.
11	To support an organisational culture of learning and continuous improvement by leading by example through your own personal and professional development.
12	To undertake such other responsibilities as shall be assigned from time to time by the Chief Executive and Senior Management Team.



<b>Competencies</b>	
Leadership & Management	<ul style="list-style-type: none"><li>• You guide and motivate your team and/or colleagues towards ambitious goals.</li><li>• You support colleague development and when responsible, manage poor performance.</li></ul>
Communication	<ul style="list-style-type: none"><li>• You communicate professionally and with confidence.</li><li>• You can present effectively to an audience of your peers and partners.</li><li>• You have difficult conversations when required and create positive outcomes.</li></ul>
Customer Focus	<ul style="list-style-type: none"><li>• You build an understanding of partner organisations needs.</li><li>• You investigate and resolve complaints and communicate the outcome and reasons to all involved.</li><li>• You design and implement innovative solutions for service delivery to customers and/or clients.</li></ul>
Planning and Organising	<ul style="list-style-type: none"><li>• You ensure appropriate monitoring and milestones are in place to assess progress over the medium term.</li><li>• You set priorities for yourself, your team and/or your colleagues based on Shetland Arts' ambitions.</li><li>• You anticipate risks and challenges and have appropriate mitigation in place.</li></ul>
Team Working	<ul style="list-style-type: none"><li>• You support your team and/or colleagues to view decisions from a broad perspective.</li><li>• You involve your team and/or colleagues in setting appropriate goals.</li><li>• You encourage collaboration with delivery partners.</li></ul>
Organisational Awareness	<ul style="list-style-type: none"><li>• You have an appropriate understanding of Shetland Arts' place in the sector and how your role contributes to it.</li><li>• You look for opportunities to increase income or improve value.</li><li>• You use your previous experience to improve service delivery.</li></ul>



## Person Specification

	<b>Essential</b>	<b>Desirable</b>
Personal features and qualities	<p>A passion for creativity</p> <p>A passion for sales</p> <p>Capacity to work under pressure in a calm friendly manner</p> <p>Flexible, adaptable and responsive</p> <p>A passion for delivering high levels of Customer care</p> <p>Ability to apply standards consistently</p> <p>Willing to work flexible and or unsociable hours, as and when required</p>	<p>An interest in the arts</p>
Relevant experience	<p>At least 2 years of experience running a retail outlet including staff and volunteer supervision</p> <p>Experience of dealing with customers in a service environment that delivers high standards of customer care</p> <p>Experience of using Windows software packages</p> <p>Understanding of stock procedures and stock control</p>	<p>Experience of working within both the private and public sectors</p>
Education	<p>Relevant degree level qualification or extensive relevant experience.</p>	<p>Educated to degree level, or equivalent experience</p>



	Willing to work towards relevant qualifications	
Skills, abilities and knowledge	Excellent interpersonal skills Ability to prioritise workload Good Communicator Effective Time Manager Ability to design and deliver effective staff training Able to deal with stressful situations calmly and effectively Able to both manage and work effectively in a team Ability to prioritise and work under pressure.	
Other	A proven commitment to accessibility and diversity	Access to own transport to travel between Shetland Arts venues and events