



YORKSHIRE DALES RAILWAY MUSEUM TRUST (HOLDINGS) LIMITED

Bolton Abbey Station, Bolton Abbey, Skipton BD23 6AF

www.embsayboltonabbeyrailway.org.uk

RETAIL SUPERVISOR

Yorkshire Dales Railway Museum Trust (Holdings) Limited

Post: Retail Supervisor,
Yorkshire Dales Railway Museum Trust (Holdings) Ltd

Primary

Responsibilities: Responsible for the day-to-day operation of cafés and shops.

Reporting to: Commercial Manager, Yorkshire Dales Railway Museum Trust (Holdings) Limited

Hours: Annualised, based on an average of 40 hours per week.

Your working hours will vary due to the seasonal nature of this role, this will include weekend and some Bank Holiday working.

Annual Leave entitlement: 25 days.

Salary: £25k per annum (dependent upon experience).

Start date: Subject to negotiation.

Responsibilities (in addition to the Primary Responsibilities above)

1. Responsible for the day-to-day operation of cafés and shops.
2. Responsible for maintaining stock level in the cafes and shops.
3. Responsible for maintaining the highest levels of food hygiene, safety and customer service are achieved on a daily basis.
4. Promote and practise relevant health and safety, food hygiene and fire safety standards.
5. Ensuring that accurate cashing up and cleaning procedures are carried out at the end of each day.
6. Responsible for ensuring the full availability of the menu.
7. Responsible for the safe storage of food items and regular rotation to minimise wastage.
8. Responsible for inputting deliveries on Epos now and add stock to shelves when needed.
9. To undertake any other duties commensurate with the post's level of responsibility.

YORKSHIRE DALES RAILWAY MUSEUM TRUST (HOLDINGS) LIMITED

Registered Charity No 1116386

Registered Museum No 60

Company No 1420635

Retail Supervisor – Performance Requirement & Person Specification

Accountability

The postholder is accountable to the Commercial Manager.

The Trust is committed to safeguarding and promoting the welfare of its staff and visitors. All staff are expected to share this same level of commitment. The role may require the post-holder to be in a position of responsibility with respect to young persons or to vulnerable adults and may, subject to requirements, require an enhanced Criminal Records check.

The role is also entitled to non-safeguarded "Priv Travel" on the national railway network for so long as such concession is granted to us.

Person Specification

	Essential	Desirable
Education / Qualifications/ Attainment	Educated to GCSE standard (or equivalent) in at least English & Mathematics. Health & Hygiene Level 2	First Aid Qualification. Health & Hygiene (Level 3 or above) Fire Safety Training. Manual Handling.
Special Knowledge or Training	Confident user of Microsoft Office (Word, Excel etc...)	N/A
Experience	Experience in a similar catering/ retail environment.	Experience of working at other heritage railways or similar organisations.
Specific Skills	Excellent organisational skills, time keeping, and attention to detail. Proven record in promoting a positive and compliant Health & Safety culture. The ability to think on your feet, use your initiative and problem solve.	N/A
Relationships	Highly motivated. Strong leadership attributes. Effective communicator at all levels. Promote a culture of inclusivity. Be a positive ambassador for the Trust and the Railway. Articulate and enjoy working with people.	

	Essential	Desirable
Personality	Self-driven; conscientious; positive outlook; clearly focused; strong 'people person'; engaging.	N/A
Personal Qualities	<p>Effective communicator, oral and written.</p> <p>Team player, with an ability to engage and motivate others.</p> <p>Ability to build effective working relationships at all levels.</p> <p>Strong and effective interpersonal skills.</p> <p>Attention to detail.</p> <p>Clear and logical thinker.</p> <p>Ability to remain calm and focused under pressure, and to manage conflicting demands.</p> <p>Able to think and act impartially and independently.</p>	N/A
Other	<p>Commitment to flexible working including evenings, weekends, bank holidays, unsocial hours as required by the demands and requirements of the job.</p> <p>Possession of a driving licence.</p>	N/A