

RETAIL TEAM LEADER BODY WORLDS London

Reports to: Duty Management Team
Preferred start: ASAP

About BODY WORLDS

Discover the beauty beneath your skin at the brand-new and interactive BODY WORLDS Museum Experience. The original display of real human bodies has a permanent home in the heart of the city at the iconic London Pavilion, 1 Piccadilly Circus.

Dr. Gunther von Hagens' renowned exhibition has sparked curiosity and awe around the world with over 47 million visitors globally. Hundreds of anatomical specimens reveal the magic and mysteries that lie underneath the skin using a wide-range of insights into our body and mind, showing the effect lifestyle choices have on our health.

Expect a unique, enthralling journey through the human body, described by many as 'emotional', 'extraordinary' and even 'life-changing'. A world-class Museum Experience for all ages, visit BODY WORLDS to understand what it means to be human.

Scope of the Role

The core focus of the Retail Team Leader (TL) role is to manage the day to day operation of the Retail department. To lead the team by example ensuring delivery of excellent guest experience for every guest in the retail areas: Shop, VR, Lockers and Photography. The retail team need to consistently deliver an impeccable level of customer service, unique to every guest's needs and it is the responsibility of the TL to check that this is being adhered to daily. The Retail TL will develop and train the team to have sound knowledge of all available retail product types and have the strong ability to upsell.

The TL is responsible for achieving the retail daily sales target. This will be achieved through developing and coaching the team in upselling, product knowledge and being available for every guest within the retail area.

General activities will include stock management, product display, merchandising and queue management. Adapting to change and being a versatile team player is key, whilst remaining fully attentive to all guests and fellow staff members.

Qualifications & Experience

- Previous experience in a face-to-face, customer service and retail based environment – preferably in the tourism, leisure and/or entertainment industry. Proven ability to upsell. Experience within working towards revenue targets.
 - Good cash handling experience required. Maths GCSE grade C and above.
 - Stock take experience essential.
 - Naturally an optimist, possessing high-energy levels at all times, with the ability to demonstrate a genuine interest and have empathy with all guests.
 - Excellent verbal communication in the English language and ideally another language would be preferable.
 - The ability to remain calm under pressure, with mixed guest and audiences and also able to manage larger groups/volumes of people.
 - Must be able to work in a fast-paced environment, respond positively to spontaneous situations occurring at any time of the day/evening.
 - Must have a flexible approach and attitude to varying shift patterns; able to work evenings, weekends and bank holidays.
 - Must have the ability to multi-task and adapt easily to change.
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