



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: ROH Buying and Merchandising Manager (maternity cover)

Reports to: Head of ROH Retail

Responsible for: Buying and Merchandising Assistant

Main Purpose of the Job:

To manage the Retail buying and merchandising function within the ROH

- Planning of promotional and marketing activities for ROH Retail and product ranges in line with ROH events across the season
- Sales targets, tracking and reporting on sales
- Inventory management and stock control

To focus on sales and stock management over the lucrative Golden Quarter, identifying key product lessons learnt for the following peak trading period

To develop and deliver the product strategy and manage the buying function; maintain oversight of supply chain to adhere to ROH policies

To deliver the sales and profit for Retail in line with the Retail forecast

To develop and maintain strong relationships with all stakeholders, partners, customers and suppliers

To manage and develop direct report to enable B&M assistant to deliver successfully to all objectives

To support a culture of collaborative team working and cross-team working

To contribute to a culture of continuous learning and continuous improvement

Main Responsibilities

Working to the priorities set by the Head of ROH Retail:

Sales and Inventory Management

Sales and Reporting

- Develop, manage and report on budgets, sales, stock and profit margins and any other key business information
- Provide regular and ad hoc financial and other KPI reports
- Monitor budgets and forecasts, producing sales reports, stock holding statements and other reports to ensure financial accountability
- Manage all finance related queries

Inventory Management

- Maintain robust delivery and inventory management processes; ensure good cash flow and stock availability
- Ensure products are set up and recorded accurately, reflecting price changes, promotions and product amendments.

Product Strategy and Buying

- Develop and deliver a product strategy supporting the ROH, representing its history, productions and architecture with a focus on sustainability and diversity appealing to a wide range of customers
- Manage the buying function, keeping track of all suppliers and maintain oversight of supply chain to adhere to ROH policies
- Work with suppliers to identify various lead times for restock and new product development; negotiate the best possible cost price and margin to maximise income
- Attend trade fairs to find new suppliers and products and follow upcoming trends
- Identify potential new licensing partners and wholesale opportunities
- Maintain excellent relationships with suppliers, both to ensure good stock levels and develop new ranges as required
- Develop product information packs for the wider team ahead of the items landing in store
- Hold regular briefing sessions to share information about products in development and discuss feedback/opportunities with the team
- Ensure invoices are processed accurately and in a timely manner and cross-referenced within Presto and Shopify

Relationship Management

- Work closely with the Online Retail Manager and Customer Service Administrator to ensure product copy and assets are secured for the online shop and for marketing purposes. Identify retail opportunities in the marketing calendar.
- Liaise with internal stakeholders within The Royal Ballet and The Royal Opera as well as visiting artists and their representatives
- Maintain a network of contacts with customer-facing organisations both in the arts environment and beyond, to share best practice and ensure ROH contributes and learns from others
- Manage supplier or partner relationships, working with the Head of ROH Retail on negotiations if required
- Promote the charitable status of the organization and seek ways to encourage membership and philanthropy through cross-promotion and in the public spaces of the building
- Contribute to the health and safety of colleagues and visitors following ROH procedures.

Team Management

- Manage and develop direct reports and encourage training, learning and relevant skill development
- Encourage information sharing and feedback from team members and keep team informed on objectives, progress to plan, new products and other new developments
- Promote and foster a culture of high performance, learning and service excellence

Continuous Improvement

- Lead by example as a Manager within ROH Retail and team player in Audiences and Commercial
- Keep abreast of best practice, new legislation, trends and new technologies relevant to the sector
- Manage own learning and continuous professional development relevant to the role
- Promote and contribute to a culture of innovation and continuous improvement
- Uphold ROH values and behaviours: Treat each other with **R**espect | Be **O**pen | Value the **H**ighest Standards and support our goals for diversity and inclusion
- Promote and foster a culture of information sharing, collaborative working and cross-team working

PERSON SPECIFICATION

Essential skills and experience

Retail Buying

- Ability to manage a broad range of products and portfolio of suppliers, planning lead times required to take delivery and promote new products and generate sales
- Ability to develop a product strategy that will support growth in customers and sales
- Ability to monitor and report on sales and profitability of product ranges and levels of demand, for both in-store and on-line sales

Workload Management

- Strong workload management skills, able to plan ahead, consult with others and manage workflow to achieve planned activities
- Ability to manage own time across the operation to deliver activities as planned
- Ability to develop plans for promotional activities in line with the ROH season of events, new range releases and manage progress to plan
- Good data analysis skills and use of Excel, able to create written and graphical reports
- Highly competent with relevant technology including software in use for till and stock management

Relationship Management

- Ability to represent ROH Retail internally and externally, able to operate effectively at all levels
- Excellent relationship management and development skills; ability to negotiate with suppliers when required
- Ability to network and make new contacts with suppliers and with peer organisations in the sector

Team Management

- Experience in managing and developing direct report and creating a strong team ethic
- Able to foster a collaborative work environment where all team members can thrive

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous development relevant to the role
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future

