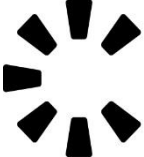
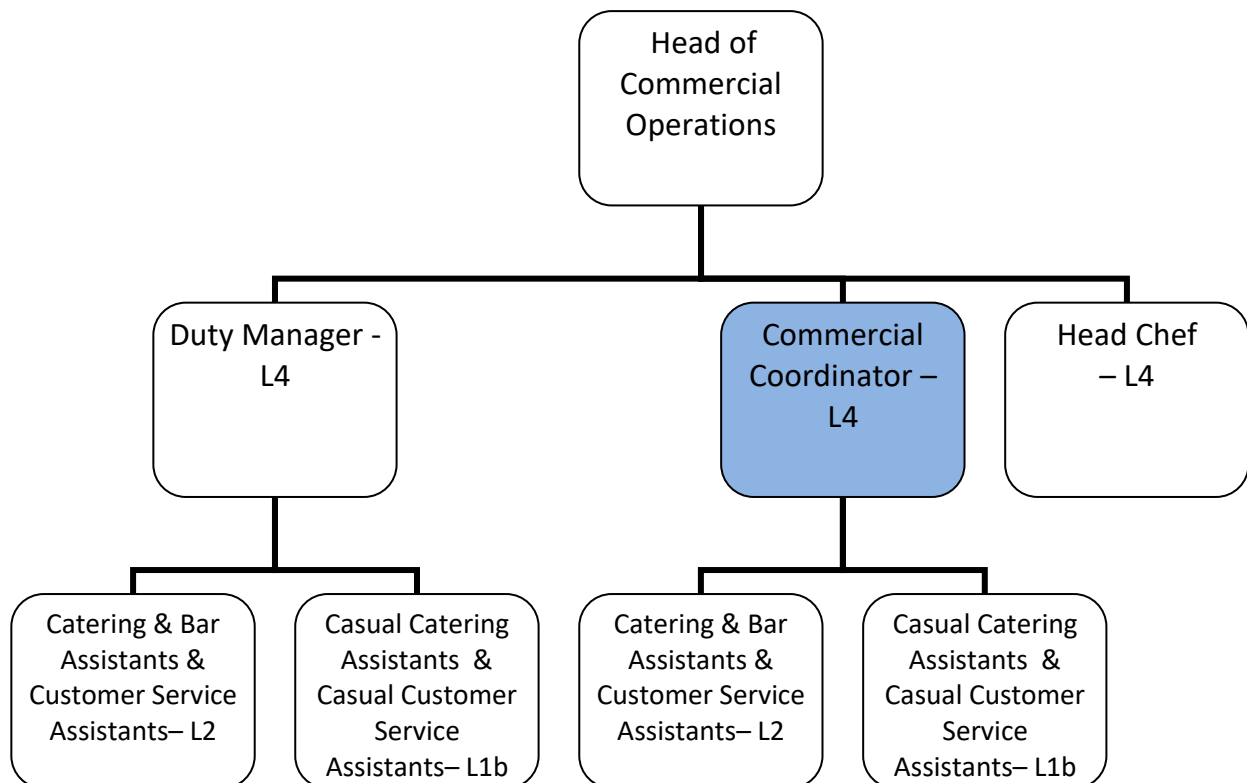


Job Description**Commercial Co-ordinator**

 THE CULTURE TRUST LUTON	Job Title	Commercial Co-ordinator
	Department	Culture Trust
	Section	Commercial Operations
	Grade/Post Ref No.	L4
	Reports to	Head of Commercial Operations
	Staffing Responsibility	Yes
	Organisation	<i>Attached</i>

JOB PURPOSE: To work closely with the Head of Commercial Operations to ensure that all commercial activity within Luton Culture museums is co-ordinated and operates effectively to deliver outstanding customer service.

ORGANISATION CHART:

PRINCIPAL RESPONSIBILITIES:		%
1	Specific responsibilities – Act as liaison between all teams in Commercial Operations and Museums and work with the Head of Commercial Operations to ensure that day to day commercial business is delivered to a high standard at Stockwood Discovery Centre and Wardown House Museum and Gallery for both visitors and hirers. Responsible for the day to day supervision of the catering provision at Wardown House Museum and Gallery to deliver outstanding visitor experience. To cover shifts in the absence of other site supervisors and to cover venues work when the venues assistant is absent.	50
2	Operational responsibilities – Under the direction of the Head of Commercial Operations, co-ordination of all commercial activity at Luton Culture museums including delivery of outstanding commercial events, afternoon teas, group bookings and associated catering. Ensure that till sales reconciliation occurs on a daily basis, and ensure work is completed to the required standard in line with audit procedures. Work with the facilities and catering teams to ensure stock checks and stock counts are done and run reports from the EPOS system when required for the purposes of Management Information.	25
3	Customer care responsibilities - Work with teams and team managers to ensure that all commercial teams at Stockwood Discovery Centre and Wardown Park Museum deliver a consistently high-quality standard of customer care at all times. Work with the facilities teams to ensure that an excellent visitor experience is presented to all visitors. Champion and deliver outstanding customer service to achieve excellent customer satisfaction at all times.	5
4	Planning and delivery – With the Programming team and Catering staff coordinate and deliver commercial events (both public and private) at Luton Culture museums. As directed by the Head of Commercial Operations follow retail and merchandising strategy guidelines and procurement and pricing policies. Monitor sales & revenue targets through existing IT systems, in order to ensure delivery against the Business Plan KPIs. Complete pre-existing management reports relating to retail sales, customer profile, customer satisfaction, operational efficiency, performance and revenue generation.	5
5	Project management With the Catering and Bar Supervisors and Head Chef at other sites, continually review the food and beverage sales to ensure outstanding customer satisfaction and profitability. Review stock popularity and sales. Monitor budget and allocate expenditure in line with agreed business plans as directed by the Head of Commercial Operations.	5
6	Management –Working closely with the Head of Commercial Operations and Facilities Coordinators at sites to ensure that both Stockwood and Wardown retail areas are both resourced at all times with Catering and Bar Assistants or Customer Service Assistants with appropriate retail and catering skills. Follow existing induction procedures to help train new-starters to bring them to the desired standard of customer service. Coach and develop the teams in selling and upselling.	5

PRINCIPAL RESPONSIBILITIES:		%
7	Advocacy and networking - Be an excellent advocate and supporter of the work and aims of Luton Culture at all times. Support the work of colleagues and of the wider team when required and display a positive, can-do attitude at all times.	4
8	Other – Any other duties as requested by the line manager.	1

DIMENSIONS:

Indirect Supervisory Management: Day to day supervision of the Trust catering operations.

Financial Resources & Responsibilities: Under the instruction of Head of Commercial Operations monitoring the income of the cafes and retail areas at sites and record using existing spreadsheets to highlight anomalies against the Business Plan Delivery KPIs.

Physical Resources:

PC/Printer & normal office facilities. Mobile phone.

Physical Effort:

To job will entail the lifting and carrying of retail stock & deliveries from time to time. Lifting aids are available. The post holder will be required to carry out regular lifting of objects and display related material on a day to day basis. Trolleys and other lifting equipment are available as appropriate. We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Working Environment:

Retail shop, cafe & office environments, working across the Trust sites but primarily based at Stockwood Discovery Park hot desking as required.

Trust Objective:

Our vision is to be an award winning Cultural Trust providing exemplary public engagement with arts and culture.

Established in 2008, the Culture Trust, Luton is a vibrant and progressive independent charity and our mission is 'to connect communities through culture'. We do this through our accredited museums, theatres, galleries, creative workspaces and Arts Centre in Luton. Pre-Covid we attracted over 285,000 visits per annum. We animate five sites: The Hat Factory Arts Centre, Hat Works Creative Workspace, Hat House Creative Workspace, Wardown House Museum & Gallery and

Stockwood Gardens & Museum. We present multi-cultural and year-round programme of events, exhibitions, workshops and performances. We support creative talent and skills by providing opportunities, platforms and cultural career progression for young people. We care for a collection of over 2 million artefacts, 1.5 million photographs and maps and hold the most extensive and complete hat and headwear collection in the UK. We co-produce activity with our community, Museum Makers volunteers and team of cultural experts.

Trust Responsibilities:

Post holder will ensure they deliver against the agreed Trust Responsibilities as set out in the **Team Responsibilities Grid** at all times.

Trust Standards:

Post holder will operate at a **Professional Standard** as outlined in the **Trust Standards Grid** at all times.

Equalities:

The postholder will ensure that policies, procedures and activities for service delivery are revised and/or implemented in a way that supports equality for all. These activities should also reflect Luton Culture's commitment to work in active partnership with the community to regenerate Luton and to improve the quality of life for all who live, work or visit the town.

Work Ethos:

Respect colleagues and work together to achieve high standards of customer excellence in all our work. Produce reports against targets for budgets and performance KPIs to Leadership Team. Work flexibly and positively to achieve the business objectives of the Trust.

Other:

- Able to work across Trust sites when necessary to support other teams in order to meet the business requirements of the organisation.
- Able to work evenings and weekends as required.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected

Desirable (D): useful for choosing between two good candidates

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience of working in a customer facing environment	1,2	Experience as a Catering Supervisor within a Museum or Cultural setting.	1,2
	Demonstrable experience of working in a retail/commercial environment including operating an EPOS system and conducting till sales reconciliation.	1,2		
	Demonstrable experience of administration and financial procedures	1, 2		
	Demonstrable experience of public and private event coordination	1,2		
	Demonstrable experience of stock control procedures.	1,2		
Skills/Abilities	Able to supervise and motivate a team and organise a workload to meet agreed deadlines	1,2		
	Able to deal with a wide range of people politely, and tactfully.	1,2		
	Excellent organisational skills and the ability to prioritise workloads to meet targets.	1,2		
	Able to compile spreadsheets, reports, rotas in MS office applications.	1,2		
	Good ICT skills, with the ability to manage emails, use the internet and have a good working knowledge of Microsoft packages	1,2		

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
	Able to monitor budgets, and complete reports which identify when targets haven't been met	1,2,3		
	Able to use initiative and work under minimal supervision.	1,2		
Equality Issues	Able to recognise and act on discrimination in the working environment	1,2		
Education and Training	NVQ Level 2 in Business Administration or equivalent experience	1,2,4		
Other Requirements	Ability to work to meet the needs of the service, which will involve evening and weekend working when required.	1,2		
	Ability to attend trade fairs, and other events. Up to 12 times per year (approximately)	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

NB: This job description reflects the requirements of the Culture Trust. The role and duties of the post are subject to change in line with the future development of the Culture Trust. The Culture Trust reserves the rights to make such changes as are necessary and any changes required will be discussed with the post holder as appropriate.

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The post holder will ensure that the Culture Trust's policies are reflected in all aspects of his/her work, in particular those relating to:

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) & General Data Protection Regulations (2018)