

Retail Stock Manager, Botanics Trading Company

Job Description

Purpose

Manage all aspects of the stock control function within the retail division.

Core Responsibilities

Stock Control & Accuracy

- Accurate receiving and checking of all stock deliveries
- Processing all stock deliveries ready for sale
- Managing and collating stock transfers and returns for regional gardens, exhibition shop, events, and online shop
- Organisation and maintaining the stock room

EPOS & Pricing Management

- Ensuring all prices are accurately input onto the EPOS system and stock priced accordingly
- Updating and managing any price changes on the EPOS system as agreed with Managers
- Setting up new product lines on the system in advance of product launches

Supplier & Stakeholder Liaison

- Working with suppliers to ensure timely and accurate deliveries
- Liaising with suppliers to resolve issues of damaged stock, shortages, and mis-delivered consignments
- Regular liaison with supervisors at regional sites on stock queries and issues
- Liaising with Retail Manager and supervisors to ensure accurate replenishment and product launches

Financial & Audit Compliance

- Checking and matching invoices and delivery notes for processing and payment by finance team
- Managing all stock wastage and shrinkage to ensure accurate stock levels and minimise losses
- Managing and directing regular and year-end stock takes on the shop floor/stock room
- Liaising with external auditors and the Finance team on accurate end-of-year stock valuations

Sales Analysis & Reporting

- Analysis of sales reports to identify low stock lines for reorder
- Processing order information and stock adjustments for online shop sales

Training & Team Support

- Overseeing any back-office training needs for retail teams across all 4 sites

Specific Objectives

- Manage the shop floor and ensure accurate inventory records.
- Prioritise stock for the shop floor based on demand.
- Process stock efficiently and align with product launches to maximise sales in collaboration with the buying team.

Person Specification

Essential Skills

- Work proactively with the team and take ownership of workload
- Prioritise tasks and manage conflicting demands within a busy stock control environment
- Communicate effectively with people at all levels using strong interpersonal skills
- Maintain excellent attention to detail to resolve stock issues efficiently
- Use initiative to meet seasonal demand and deadlines
- Handle a variety of stock types safely and effectively.
- Demonstrate previous experience in visitor or customer service roles
- Follow health and safety procedures consistently
- Respond to enquiries professionally and accurately
- Adhere to established work procedures

Desirable Skills

- Computer literate – use of Microsoft Word, Outlook, Excel, databases, EPOS
- Previous retail, customer service and cash handling experience
- Plant knowledge desirable
- Stock control qualification
- First Aid Certificate
- SVQ 3 or above equivalent in Customer Care