Warehouse Merchandiser

Closing Date: 18 March 2020

Expected Interview Date: W/C 30 March 2020

Thank you for your interest in the post of Warehouse Merchandiser with Historic Environment Scotland, based at Longmore House/Seafield Industrial Estate. This is a permanent and pensionable appointment.

Merchandisers are responsible for ensuring that products appear in the right store at the appropriate time and in the correct quantity. This new role sits within the overall retail team and will be responsible for the daily management of stock availability and orders at the retail warehouse in order to support income generation.

About us

We are the lead body for Scotland’s historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We’re at the forefront of researching and understanding the historic environment, and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

Our Vision

Our vision is that Scotland’s historic environment is cherished, understood, shared and enjoyed with pride by everyone.

Our Priorities

- The historic environment makes a real difference to people’s lives
- The historic environment is looked after, protected and managed for the generations to come.
- The historic environment makes a broader

Recruitment Reference: HES/20/018a
Starting Salary: £24,852 per annum
Salary Range: £24,852 - £31,095 per annum
Pay Band: C
Directorate: C&T
Location: Longmore House/Seafield Industrial Estate
Line Manager: Gayle Shankley, Merchandising Manager
Contract Type: Permanent
Working Hours: Full-time
contribution to the economy of Scotland and it’s people

- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high performing organisation.

Overview of the post and information about the team

The Retail Unit services 78 retail outlets with an overall turnover of £11m, providing a comprehensive quality service covering buying, merchandising, visual merchandising and warehousing.

The Merchandising team sits alongside the Buying and Visual Merchandising team at Longmore House and consists of the Merchandising Manager and three Category Merchandisers. The Merchandising team are responsible for ordering stock for all retail outlets and provide detailed sales analysis to the retail unit and the wider estate to monitor performance.

Merchandisers play a key role within retail organisations, as profitability can be affected by how successfully they undertake their work.

Merchandisers are responsible for ensuring that products appear in the right store at the appropriate time and in the correct quantity. This involves working with the buying teams to accurately forecast trends, plan stock levels and monitor performance. Merchandisers control the amounts of money spent, the number of lines and the quantities available in store at any time. They set and manage the quantities held in the stores, order stock, oversee delivery and distribution and deal with suppliers.

Key responsibilities, duties and objectives

The retail warehouse stores 35% of all retail lines and accounts for 47% of all sales. You will be responsible for ensuring the warehouse stock has full availability by setting and managing the quantities held in the warehouse, ordering stock within the agreed budget, overseeing delivery and distribution and dealing with suppliers.

You will work closely with the Buying and Merchandising teams to accurately forecast trends, plan stock levels while considering stock holding, stock turn and product margin and monitor performance to ensure margin targets are met.

You will work closely with stores at Edinburgh, Stirling and Urquhart to forecast stock for suppliers to increase availability and identify lines to bring in to the Warehouse while working closely with the Warehouse team to maximise space and stock efficiency.

- Daily management of the total volume and cost of stock at the retail warehouse, its efficiency and out of stock levels.
- Develop and implement additional warehouse ordering stock procedures
- Ensure warehouse orders are placed timely and are within the warehouse budget target.
- Ensure supplier orders for retail stores are authorised timely and have been checked against up to date stock and sales information so that they meet site and overall budget targets.
• Liaise with suppliers to forecast demand and ensure constant supply to limit out of stocks.
• Identify production and supply difficulties and deal with any problems or delays as they arise.
• Investigating invoice variances and queries from sites
• Analyse sales overall and at store level to identify lines to bring in to the retail warehouse.
• Liaise with Top 3 sites to improve stock availability and forecast for suppliers, and assist with maximising efficiencies of onsite stockrooms.
• Provide support to the warehouse team on orders, suppliers and stock management issues.
• Make financial presentations to senior managers.
• Provide the retail unit and wider team with detailed sales analysis at a product and site level to facilitate decision making.
• Involvement in retail projects e.g. pop up shops
• Monitor non-stock usage
• Manage team of category merchandisers

Post Competencies

You will be assessed against these competencies during our selection process.

Core Competencies:
• Delivering excellent Service – Demonstrating a commitment to quality services
• Teamwork - Contributing to and supporting working together
• Planning and Organising - Putting plans and resources in place to achieve results
• Communication - Communicating appropriately and clearly
• Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)
• Achieving results - Focusing on the delivery of objectives
• Leading a Team/Project/Task – Focusing on leading a Team/Project/Task or developing people.

Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

Essential requirements:
• Understanding of how product availability affects sales
• Understanding and proven track record of improving retail KPI's, particularly around stock e.g stock turn, margin, stock holding
• Working knowledge of Excel
• Management experience of projects and/or people
• Experience in forecasting and supplier management

Desirable requirements:
• Use of stock control systems
• Multi category retail experience
• Experience in an analytical role

What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, 25 days paid holidays (rising to 30 days after 5 years’ service) and 11.5 public holidays a year – pro rata for part time staff.

In addition we offer a great benefits package to our employees which includes:

• flexible working hours (where appropriate)
• special leave
• maternity/paternity leave
• adoption leave
• reimbursement for relevant professional subscriptions
• support for further education and personal development
• study leave for work related courses
• access to a learning resource centre

Health and welfare

We offer you access to:

• our Employee Assistance Programme – for confidential advice and counselling
• an occupational sick pay scheme
• discounts at some local authority leisure facilities
• interest free loans for bicycles and annual travel passes (see ‘season ticket’ below)
• reasonable adjustments when needed, as part of our Equalities policy

Staff discounts

You will receive:

• free entry to all of our properties (with up to three guests)
• free entry to English Heritage, Manx and Cadw properties
• 20% off purchases in our retail outlets

Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.
How to apply for this post

You can apply on-line by visiting our website at https://applications.historicenvironment.scot/.

Guidance on completing the application can be found in the ‘Guidance notes for applicants’ document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email recruit@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Gayle Shankley, Merchandising Manager, at gayle.shankley@hes.scot.

Applications are especially welcome from those who have Gaelic language skills.

Thank you.

Human Resources
Historic Environment Scotland