Job Title:	**Abbey Retail Shop Manager**
Reports to:	**Head of Visitor Experience**
Responsible for:	**Management of Bath Abbey's retail offer to achieve both a financial and pastoral contribution to the Abbey. Line management of the retail staff and coordination of the volunteer support teams. Retail space is 900 sq. ft.**
Hours:	**40 hours per week, 5 out of 7 days on a flexible rota basis. Occasional evening working hours required.**
Salary:	**£30,170.00**

About Bath Abbey

Bath Abbey is a vibrant parish church at the heart of the UNESCO World Heritage City of Bath. As the last great medieval church built in England, the Abbey has been a place of worship, welcome and wonder for more than 500 years. Today, it is home to a thriving gathered congregation from all over the city and surrounding area, supported by dedicated staff, talented choirs, and hundreds of volunteers, while also welcoming over 350,000 visitors from around the world each year.

Guided by our values—Welcoming, Sharing, Cherishing and Flourishing—we strive to be an inclusive, diverse, and caring community where all can contribute and grow. Recent investment through our ambitious Footprint Project has transformed the Abbey for the future, creating new spaces, improving sustainability, and enhancing our visitor and worship experience.

Joining Bath Abbey means becoming part of a place where heritage, hospitality and hope come together, serving the city, celebrating our shared story, and shaping the Abbey's mission for generations to come.

The Role: Abbey Retail Manager

Operating within the 1920s Jackson extension to Bath Abbey, the Retail Shop Manager oversees the retail operation of the organisation. This is an exciting and challenging opportunity for an experienced retailer to generate vital income to support the conservation, ministry, and fabric of the building while ensuring the retail environment remains a welcoming, intrinsic, and vital contributor to the overall visitor experience.
Retail operations are within the Abbey shop, but this role includes the strategic scope to introduce an e-commerce platform to reach the Abbey's global audience.
The successful candidate will work in close collaboration within organisation to drive footfall to the shop from both visitors to the Abbey and the wider UNESCO City of Bath.

Key Responsibilities

- Collaborate to design, implement, and continually review a retail strategy and purchasing policy aligned with the Abbey's mission and values.
- Participate in the annual budget process for the retail function in the Abbey and aim to exceed annual retail profit benchmarks through oversight of strategic growth, cost management, and retail excellence.
- Report on financial performance monthly and quarterly to the abbey leadership team, analysing financial and customer KPI trends against the annual budget.
- Manage secure cash handling procedures, till reconciliations, and card transaction systems.
- Build and manage relationships with new and existing suppliers; negotiate pricing effectively to maximise profit margins while maintaining the Abbey purchasing policy.
- Maintain precise stock levels and ensure the most effective use of retail investment, keeping capital tied up in stock to a minimum.
- Monitor stock replenishment weekly via automated EPOS inventory tracking and monthly physical checks to maintain accurate records and prevent shortages during peak visitor periods.
- Continually review inventory performance and strategically introduce stock clearances as required to cycle out seasonal or slow-moving lines.
- Attend relevant trade fairs and benchmark against competitors to observe best practices and identify new suppliers.
- Ensure the shop floor, pricing displays, and consumer transactions comply with all current UK trading standards, consumer rights legislation, and weights and measures laws.
- Oversee the legal and responsible sale of age-restricted products ensuring compliance to Licensing Act regulations and Challenge 25 policies.
- Liaise regularly with the Abbey's Communications and Marketing team to produce high-quality promotional materials, social media content, and seasonal campaigns.
- Cross-collaborate with other Abbey departments to tie retail themes into upcoming services, exhibitions, concerts, programmes, and heritage events.
- Plan and continually update the shop merchandising, interior layout, and customer flow to create a beautiful, themed environment that maximises sales.
- Manage the condition, cleanliness, and safety of the shop floor, including all fixtures, fittings, and retail equipment.
- Direct, manage, and motivate a retail team currently consisting of a full-time Assistant Manager, retail staff, and a pool of over 15 volunteers.
- Plan and publish staff and volunteer rotas across 7 days per week, ensuring sufficient personnel coverage for safe and excellent shop service.
- Ensure delivery of training frameworks (organisation and retail specific) for both staff and volunteers including but not limited to exceptional Customer Service and visitor welcome, IT & EPOS literacy, health, and safety.

Person Specification (see next page)

	Essential	**Desirable**
Qualifications	Hands on experience, with a proven track record. Completion of secondary education.	Relevant first aid qualification or willingness to undergo training. Level 3 or 4 in business administration. People management training
Knowledge	A solid working knowledge of UK retail trading laws and statutory merchant responsibilities	
Skills	An excellent customer first approach. Clear and effective written and verbal communication skills. Ability to manage a busy workload, multitask and prioritise accordingly without compromising on quality. Ability to work both collaboratively and independently. Ability to make decisions under pressure without immediate assistance from line manager. Excellent forward planning skills. Excellent IT skills. (Use of Outlook, word, excel, SharePoint, teams) EPOS till system	Experience of Better Impact or other volunteer management platforms Experience of online rota and HR systems Experience of online diary management software
Experience	An experienced Retail Shop Manager with a proven track record of running a retail store. A solid working knowledge of UK retail trading laws and statutory merchant responsibilities. Strong commercial awareness with experience optimising income opportunities and controlling cost lines. Experience in sourcing, purchasing, pricing, and merchandising goods alongside. maintaining strong supplier relationships.	Retail experience within heritage, museum, charity, or ecclesiastic setting Personal Licence Holder: Personal Alcohol Licence

	Proven experience of stock control processes including ordering stock, seasonal themes, and trade fluctuations, overseeing merchandising, replenishment and maintenance systems and executing successful stock exit plans. Cash handling / till reconciliation procedures. Experience in recruiting, training, and managing a blended team of paid staff and retail volunteers. Commitment to Safeguarding: Must demonstrate a strong commitment to safeguarding the welfare of children, young people, and vulnerable adults. The successful candidate will be required to undergo a DBS check and complete mandatory safeguarding training upon appointment.	

Special Requirements

- Hours are on a rotation and include regular weekends and bank holidays.
- The successful candidate will be required to submit to an enhanced DBS clearance check.
- The candidate will be required to have a right to work in the UK.

Application

To apply, please send a full CV and covering letter of no more than one A4 page which explains why you are a suitable candidate. Please include the details of two references. References will only be taken up once an offer has been made.
Please send your CV and letter to: recruitment@bathabbey.org.

Deadline for applications: Friday 2nd October,2026 at 1.00pm.
Applications will be reviewed on a rolling basis, and the vacancy may close before the advertised deadline. We encourage early submissions to avoid disappointment.

Please note: Due to the high volume of applications we receive, we regret that we are unable to respond to every applicant. If you have not heard from us by Tuesday 13th October, please assume you have not been successful on this occasion.