

RETAIL ASSISTANT
(Full Time, 40 hrs per week)

THE WALLACE COLLECTION

The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the eighteenth and nineteenth centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world.

So that it could be kept together and enjoyed by generations of visitors, the collection was given to the British Nation in 1897. It was an astonishing bequest and one of the greatest gifts of art works ever to be transferred into public ownership. Today, our job is to maintain, research, and inspire the public to love and understand the Collection.

Salary

£22,357 to £23,620

Location

The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN.

OVERALL PURPOSE AND ROLE

We are looking for a Retail Assistant with the core mission of delivering the highest standard of customer service to all visitors. The Retail Assistant is welcoming, informative and engaged with the Collection and all it has to offer. As a brand ambassador the Retail Assistant ensures that the stories about the Collection, exhibitions and merchandise are known to all visitors. Taking a proactive dialogue with visitors, the goal is to raise revenue for the Collection through retail purchases and donations maximising all income and fundraising opportunities.

RESPONSIBILITIES

Retail Operations

- Welcome and greet all customers to the retail shop and ascertain the customer's needs and wants
- Maintain outstanding store condition through innovative merchandising ideas and excellent stock replenishment and display
- Adhere to all stock policies for write offs and deliveries
- Take an adaptable and resourceful approach to all daily retail operational procedures
- Accurately record daily sales and transactions through the point of sale systems and provide excellent cash handling skills through reconciliation of the morning and evening floats.

- Maximise all sales opportunities and take a proactive approach at engaging with potential customers. Recommend and display items that match customer needs
- Have excellent and up to date product knowledge to encourage engagement and storytelling to customers

Customer Service & Museum Operations

- Welcome all visitors and inform about the Collection and all the facilities it has on offer, such as our exhibitions, events, lectures and public tours
- Deal with all visitor enquiries and comments in a timely and efficient manner by ensuring full and up to date knowledge of the Collection's programme and events
- Actively engage visitors in the work of the Collection to encourage meaningful engagement and charitable giving.
- Uphold health and safety and emergency procedures ensuring visitors safety and security is always a priority
- Work on occasional events and functions, which will require flexibility in hours worked
- Any other tasks or duties requested by the wider museum team

REPORTS TO

Retail Operations Manager

KEY RELATIONSHIPS

Gallery Team Members and Security Team Members

Wider Commerce Team

PERSON SPECIFICATION

Essential Knowledge and Experience

- Experience in a customer or sales facing role
- Visual merchandising and display experience
- Working knowledge of stock control management
- Experience of dealing with emergency procedures and following security requirements
- Interest in and knowledge of the Collection and its activities

Desirable Skills and Competencies

- Strong interpersonal skills and effective relationship management
- Reliable and committed in working as part of a team on a rota basis
- Ability to learn and retain new information quickly
- Flexible, resourceful and adaptable in approach
- Self-motivated and able to use initiative when working independently
- Ability to think creatively and work within a team to solve problems
- Confident in engaging with diverse groups of people

PAY & WORKING HOURS

The Salary for this post is within the range of £22,357 to £23,620 per annum dependent on skills and experience. The working hours are 40 hours per week, 9am to 5pm, rotating Monday to Sunday.

In addition, the post-holder will receive 25 days paid annual leave plus bank holidays and 2.5 'privilege' days. Employees are also offered membership of an occupational pension scheme and after six months satisfactory service an interest free season ticket loan.

HOW TO APPLY

Please complete the Application form, and the Equal Opportunities Monitoring form, following the links provided. Please note the equal opportunities form is used for monitoring purposes only and does not form part of the selection process. Both forms should be emailed to recruitment@wallacecollection.org by midnight 31st October 2021.

Please note late applications or applications via a CV will not be considered.

Interviews for the role will take place on 09th November 2021. Candidates who have been shortlisted for interview will be contacted after the closing date. Due to the large number of applications we receive, it will not be possible to contact or give feedback to candidates who have not been shortlisted for interview.

Start Date: December

Appointment to the role is subject to a satisfactory Basic Disclosure check.

The Wallace Collection is an equal opportunities employer and welcomes applications from all sections of the community.