

Retail Sales Assistants (full – time and part-time including weekends)

Reports to: retail duty manager
Department: retail and publishing
Contract: permanent, 1 x full-time and 2 x part-time (weekends)

Overview

The Design Museum is seeking to recruit keen, enthusiastic and experienced retail sales assistants to work in the museum's two shops at its new spectacular premises on Kensington High Street. There is one full-time role (40 hours, 5 days per week on a roster basis) and two part-time weekend roles (16 hours, 2 days per week).

You will have a passion for good customer service, be proactive and able to use your initiative. You will also be reliable, with excellent time keeping and a flexible approach to work, being able to respond to a range of situations when dealing with the public and your colleagues.

Key Duties

- To work in the shop to provide high standards of service and security as well as to help maximise sales for the museum shop.
- To provide an efficient and high standard of service to all of the museum's customers.
- To operate the till in a secure and efficient manner, including all elements of cash handling and opening and closing till procedures.
- To ensure that the shop is kept clean and tidy and that stock is regularly replenished.
- To ensure that all shop property remains secure.
- To maintain visual merchandising standards across both shops to maximise sales in line with the museum's visual merchandising guidelines.
- To assist in regular stocktakes.
- To follow shop procedures and carry out duties as required by the retail duty manager.
- To work as part of a team.

Person Specification

The successful candidates will have experience of:

- Working in a busy customer orientated retail environment.
- Great communication skills and excellent customer service skills.
- Will have the ability to drive sales and promote the museum.
- A flexible approach to a range of retail tasks such as fulfilling online orders and stockroom duties.
- The ability to work as part of a team is vital, and;
- A knowledge of, and interest in, design would be a distinct advantage.

Terms and conditions

Salary: Full-time: £17,639 per annum

Part-time: £7,056 per annum

Hours: Full-time (40 hours, 5 days per week). This role will be working on a roster basis, on any 5 days out of the 7 day week, including some evenings, weekends and public holidays.

Part-time (16 hours per week worked over Saturdays and Sundays).

Holidays: 25 days per annum, plus 8 days bank holiday, both pro rata for the part-time role.

Please state in your application your preferred hours of work (full-time or part-time).

The museum offers many other benefits including access to a defined contribution pension scheme, season ticket loan, childcare voucher scheme, cycle to work scheme, free entry for friends and family to the museum, a variety of staff discounts including the museum shop and restaurant and free entry to a wide number of galleries and museums in London.

To apply please email a covering letter which addresses the criteria as set out in the person specification, CV and Applicant Information Form to applications@designmuseum.org.

Please quote Job Ref: RetailAsst/2017 in the email subject header

Closing date for applications: 30 May 2017, 9am

Interviews: Week commencing 5 June 2017

Due to the high volume of applications the museum receives we are unable to provide a response to applications on an individual basis. If you do not receive a response from us within two weeks of the closing date then you can assume that you have not been successful on this occasion.

The Design Museum is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

About the Design Museum

The Design Museum is building the world's leading museum devoted to contemporary design in every form from furniture to graphics, and architecture to industrial design. For the Design Museum, design is a continually evolving subject which it explores through its exhibitions programme, permanent collection, learning and research activities. It is a way to understand the world and how you can change it. The museum's mission is to create the most engaging, exciting and inspiring design museum in the world.

Thirty-five years ago, Terence Conran established the forerunner of the Design Museum, the Boilerhouse, in the basement of the Victoria and Albert Museum (V&A) in London. As planned, the Boilerhouse quickly outgrew the V&A and in 1989 it moved on to become the Design Museum, in an architecturally striking transformation of a Thameside warehouse near Tower Bridge. Since then it has emerged as an institution with international

status and significance, playing an important role in putting design and architecture on the cultural agenda.

The museum recently relocated from its home in Shad Thames to the landmark 1960s building in Kensington, West London. Leading designer John Pawson converted the interior of the building creating the museum's new home, giving it three times more space in which to show a wider range of exhibitions, showcase its world class collection and extend its learning programmes.

Our mission, vision and values

Our vision

We want everyone to understand the value of design

Our mission

To create the most inspiring, exciting and engaging Design Museum in the world

Our values

Welcoming everyone to the museum and making them feel it's a place for them

Collaborative engaging with many partners to bring our vision to life

Enterprising working hard to make the museum a financial success and build a strong commercial reputation

Provocative challenging people to look and think afresh about design

designmuseum.org