

## Retail sales assistants

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**Reports to: retail duty manager**

**Department: retail and publishing**

**Contract: casual – weekdays, weekends, and bank holidays**

### Overview

The Design Museum is seeking to recruit keen, enthusiastic and experienced casual retail sales assistants to work in the museum's two shops at its new spectacular premises on Kensington High Street to help at busy times and to provide cover for permanent staff. There are four casual posts available with shifts up to 16 hours per week available.

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.
- To maximise sales for the museum shop through promotion of the products, exhibitions and museum.
- 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 maintain visual merchandising standards across both shops to maximise sales in line with the museum's visual merchandising guidelines.
- To follow shop procedures and carry out duties as required by the retail duty manager.
- To work as part of a team including supporting volunteers to ensure their full integration into the museum.
- To ensure that all shop property remains secure.
- To assist in regular stocktakes.

### Person specification

#### Essential

The successful candidates will possess:

- Experience of working in a busy customer orientated retail environment.
- Great communication skills and excellent customer service skills.
- 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, and;

#### Desirable

- A knowledge of, and interest in, design.

### **Terms and conditions**

**Pay rate: £8.67 per hour + £1.05 holiday pay**

**Hours: 8 – 16 hours per week, with the opportunity to work more hours when shifts become available.**

The casual arrangement operates in the following way: the museum will contact you to notify you of potential opportunities to work. However, there is no obligation on the museum to offer work to you, and no obligation on you to accept such work as may be offered.

The Design Museum offers casual staff:

- Free access to the museum exhibitions
- Discounts at the museum
- Free tickets, when available, to museum events/talks
- Advice about next steps (where possible) and references

### **Application process**

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](mailto:applications@designmuseum.org).

**Please quote job ref: CasRetail(2)/2017 in the email subject header**

**Closing date for applications: Monday 16 October 2017, 9.00am**

**Interviews: week commencing 23 October 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](http://designmuseum.org)**