

Retail duty manager

Reports to: retail operations manager
Department: commercial
Contract: two year fixed term

Overview

The Design Museum is the world's leading museum devoted to contemporary design in every form from furniture to graphics, and architecture to industrial design. In 2016, the museum reopened in a fantastic new building in Kensington with two shops; in the museum's atrium and on the High Street.

The museum is seeking to recruit a keen, enthusiastic and experienced Retail Duty Manager with managerial, cash handling and visual merchandising experience to work in the museum's shops at our premises in Kensington.

You will have a passion for good customer service, be organised and responsible, 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.

Job description

Duty management

- To duty manage in the shops to provide high standards of service to help maximise sales for the museum shops.
- To motivate and line manage retail team.
- To deputise for the Retail Operations Manager and cover the Retail Operations Manager's days off and holidays by rotation.
- To duty manage late shifts and regular weekends.
- Staff management: managing payroll, rotas, annual leave, absence and performance management.
- Prepare and conduct staff training and briefings.

Sales and customer service

- To provide an efficient and high standard of service to all of the museum's customers.
- To maximise sales through excellent product knowledge, inspiring the team to share in this.
- To operate the tills in a secure and efficient manner, ensuring secure cash handling at all times.
- To ensure that the shops are kept clean and tidy and that stock is regularly replenished.
- To take a leading shop floor role in stocktaking.

Merchandising

- To help to create and maintain, together with the team, the Design Museum retail visual merchandising standards.

Administration and general duties

- Update daily, weekly and other regular sales reports and KPI documents and conduct the weekly cash count.
- To follow shop procedures and carry out duties as required by the Retail Operations Manager.
- To undertake any other duties required in the retail team.

Person specification

The successful candidate will have experience of:

- Supervisory experience in a retail or museum environment.
- Working in a busy customer orientated retail environment.
- Strong communication skills and excellent customer service skills.
- A passion for providing good customer service.
- The ability to work as part of a team, in a team leader capacity.
- Visual merchandising experience.
- A knowledge of, and interest in, design would be a distinct advantage

Terms and conditions

Salary: up to £22,000 per annum, dependent on experience

Holidays: 25 days per annum, plus 8 days bank holiday

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

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: RetailDM/2017 in the email subject header

Closing date for applications: 22 May 2017, 5pm

Interviews: Week commencing 29 May 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