

## Retail stockroom assistant

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**Reports to: retail operations manager**

**Department: retail and publishing**

**Contract: permanent, part time**

### Overview

An exciting opportunity has arisen for an organised and enthusiastic Retail Stockroom Assistant to join the Design Museum. This new, part-time role will contribute to the smooth running and success of the museum's recently expanded retail operation at our new home in Kensington. There are two impressive on site shops, an e-commerce channel, and two stockrooms at the new museum.

The Stockroom Assistant will assist the Stockroom Supervisor in the operation of the two stockrooms in the museum. Duties include receiving goods in to the loading bay, organising dispatch of E-commerce orders, assisting with shop replenishment and all necessary picking, packing and unpacking as well as supporting the Supervisor with the Electronic Point of Sale (EPoS) component of the stockroom.

The Stockroom Assistant will demonstrate an organised and efficient method of working, and possess manual handling skills with the ability to lift and move stock. Comfortable working towards deadlines and an efficient administrator, the Assistant will demonstrate strong customer service skills and have the ability to work well as part of a team and unsupervised.

### Job description

- To assist in management of all of the retail stock and to ensure it is stored and managed in a secure manner
- Maintain both delivery and stockroom standards to the highest level at all times, ensuring that the stockrooms are kept in a tidy and secure state. To receive and process stock deliveries efficiently and in accordance with retail procedures
- To work with the Retail Operations Manager and Stockroom Supervisor on quarterly and annual stocktakes
- To assist with maintaining high standards of accuracy in stock figures and to work with the Buyer and Stockroom Supervisor to ensure the EPoS system is showing correct figures for stock items
- Liaise with the E-commerce Manager in picking, packing and posting web orders and to make sure that all parcels packed for customer orders are done in accordance with museum retail standards
- To receive retail stock deliveries at the loading bay and to move deliveries up to the retail stock room
- Support with producing daily stock transfers for each of the two shops based on the previous day's sales

- Restocking both shops during the mornings prior to opening
- To foster a team working attitude and ensure that good communication with colleagues is maintained
- To be aware of Health & Safety requirements in the stockrooms and communicate all potential issues and risks to the Stockroom Supervisor
- To deputise for the Stockroom Supervisor on occasion
- Any other reasonable tasks as directed by the Stockroom Supervisor or Retail Operations Manager.

### **Person specification**

#### **Knowledge, skills and experience**

##### **Essential**

- Experience of working in the retail industry
- Experience with using retail EPOS systems; preferably over multiple sites
- Good attention to detail and strong organisational skills
- Flexibility, punctuality and reliability
- Trained and skilled to a high level at manual handling with the ability to lift and move stock in line with health and safety procedures
- Good interpersonal and communication skills
- Ability to use own initiative
- Ability to work well as part of a team as it is core to our organisational values

##### **Desirable**

- An interest in design

#### **Terms and conditions**

**Salary: £17,639 per annum, pro rata (£8.48 per hour)**

**Holidays: 25 days per annum, pro rata**

**Hours: part-time, 16 hours per week normally Monday and Tuesday however, additional hours may be available, and some weekend/bank holiday/evening work may be required.**

**Hours of work 07.00 – 15.30 with a 1 hour break**

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.

#### **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: RetStockAsst/2017 in the email subject header**

**Closing date for applications: Monday, 10 July 2017 at 9am**

**Interviews: w/c 17 July 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)**