

Retail Sales Assistant

Reports to: Retail Operations Manager

Department: Trading

Contract: 1 x part-time (weekends), 16 hours/week

Overview

The Design Museum is seeking to recruit an enthusiastic and experienced retail sales assistant to work in its two shops in Kensington

With a passion for great customer service, you excel at delivering welcoming and aesthetically pleasing retail environments. Our shops offer a superlative range of products to mirror our collections and exhibitions, and you will relish the opportunity to communicate this message to our visitors in an engaging and well-informed manner.

In this role, you will be expected to remain calm under pressure and ensure our impeccable service standards are preserved during even the busiest of trading days. You will have experience of using EPoS system and will thrive in target-led commercial environments.

Your flexibility and positive attitude to work will serve you well in this small, happy team.

Job Scope

This public-facing role is responsible for serving customers in our two shops, as part of a team of small team.

Job description

Customer Service

- To welcome and positively engage every visitor to the museum and consistently deliver the highest standards of customer service
- To maintain visual merchandising standards across both shops
- To help exceed all retail sales targets in the shop through proactive interactions with our customers and rapid recall of product knowledge
- To fully answer customer enquiries in a calm, professional manner, calling on the support of the management team when appropriate
- To take pride in one's appearance and personal presentation as a representative of the Design Museum, and ensure this is reflected in punctuality, attendance and commitment to the role

Shop Operations

- To operate our EPoS system in a secure and efficient manner, including all elements of cash handling and opening/closing till procedures
- To mitigate against stock shrinkage through remaining alert, ensuring stock is secured and reporting any losses to the management team
- To follow shop procedures and carry out duties as required by the retail duty manager
- To work as part of a team in a positive manner
- To work on a flexible rota pattern, specifically at weekends.

- To be responsible for the health, safety and welfare of staff and customers, ensuring compliance with all the museum's policies
- Work with and support volunteers to ensure their full integration into the museum

Stock Management

- To conduct regular stocktakes
- To assist with deliveries ensuring that stock is safely and neatly stored in the stockroom and that relevant paperwork is completed accurately and without delay
- To help maintain the accuracy of the EPOS System by ensuring stock is processed correctly at the till, and that customer returns, write-offs, markdowns, price changes and supplier stock returns are administered according to retail guidelines
- To ensure that the shop is kept clean and tidy and that stock is regularly replenished

Person Specification

Essential

- Experience of working in a retail environment, or similar
- Confidence and ability to proactively sell in very busy environments and exceed target
- Excellent interpersonal skills, with a passion for delivering great customer service
- Good visual merchandising skills and excellent recall of product knowledge
- Flexible approach to a range of retail tasks such as fulfilling online orders and stockroom duties.
- Team-spirited

Desirable

- Knowledge of, and interest in, design

Terms and conditions

Salary: £7,213 per annum, £8.67 per hour

Holidays: 25 days per annum, pro rata

Hours: 16 per week, specifically at weekends

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.

Please quote job ref: RetSalAsst/2018 in the email subject header

Closing date for applications: Monday 16 April 2018, 9.00am

Interviews: w/c 23rd April 2018

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