

## JOB DESCRIPTION

**Job Title:** Retail Assistant & Administration Support

**Responsible to:** Head of Retail

At Turner Contemporary, our mission is art inspiring change. The arts challenge our thinking and help us to see the world differently enabling opportunities for discussion, debate, learning and listening. Our values are that Turner Contemporary is:

- **Enquiring** - we champion the energy and ideas of the wider artistic community and the importance of creative learning
- **Welcoming** - we consciously channel Equity, Diversity and Inclusion in everything we do
- **Caring** – we embrace our role of civic responsibility and are a good neighbour and employer
- **Partnering** – we actively seek to be a positive partner, locally and nationally
- **Examining** – we use data and evidence to inform decisions and our practice; we advocate environmental sustainability through our programme and our actions
- **Promoting** – we understand culture as integral to health and wellbeing and as vital to place

### **Purpose of Job/Key objectives**

Retail Assistants are central in delivering the gallery's mission and values. Through providing exceptional standards of visitor experience, you will ensure all visitors are warmly welcomed, encouraged to learn about and engage with our exhibitions, and have a safe and enjoyable visit, working proactively to increase the number and diversity of our visitors.

Retail Assistants support the development and delivery of income generation opportunities through retail and other commercial activities helping to ensure the sustainable future of Turner Contemporary.

As a Retail Assistant, you will be positive and friendly, keen to share your knowledge and interest in product ranges with our visitors, deliver the retail operation, encourage charitable giving, promote the commercial offer of the gallery.

## **Shared Duties/Tasks and responsibilities**

### **Visitor Experience**

- Actively welcome visitors to the gallery, including orientation of the building and public spaces as well as an outline of the current and future programme.
- Actively encourage visitors to donate and gift aid, promoting tickets to workshops, performances and events, and supporting online and instore shop sales and café visits.
- Have an up-to-date knowledge of the gallery's programme, using the provided resources and attending training sessions, to further deepen visitors' engagement and maintain high levels of visitor satisfaction.
- Act as an advocate for Turner Contemporary's values and mission as well as the gallery's role in local regeneration and be knowledgeable about other Margate attractions, events and projects.
- Respond confidently to all customer enquiries, comments and complaints and be able to handle these effectively, passing them on to other members of the team where required.
- Participate in data capture in line with the needs of the organisation. Regular training is provided to enable staff to undertake this role.
- Attend and contribute to meetings, briefings and training sessions relevant to the post.
- Understand the gallery's commercial activities, products and offers, and promote these to our visitors.
- Discreetly and sensitively safeguard the security of visitors, colleagues and gallery assets, responding to heightened security measures.
- In emergency situations help to direct the evacuation of the galleries and public spaces in accordance with set procedures and contact the emergency services when appropriate.
- Where in possession of a first aid certificate, act as a first responder in first aid emergencies, ensuring the designated duty first aider is alerted immediately. Report any Health & Safety concerns or near misses to the appropriate person.

### **Principal Duties Retail**

- Ensure that the shop is ready for opening to the public each day.
- Ensure that all available literature is stocked and up to date.
- Ensure excellent product knowledge to actively sell products, donations and events to visitors as a way of supporting the work of Turner Contemporary.
- Maintain excellent levels of visual merchandising ensuring the shop is restocked and products are presented to the highest possible standards.

- Ensure all deliveries are checked and processed in line with Retail procedures. Ensure all products are priced and stored correctly.
- Monitor and process online shop sales ready for delivery. Respond to customer emails in a timely and efficient manner.
- Assist in stock management by accurately processing transactions and completing regular stock takes.
- Confidently handle all forms of payments and ensure best practice, reconcile daily sales accurately.
- Provide information for customers buying limited editions. Promote limited editions as an accessible way to own art and support exhibitions.
- Promote online sales and assist in growing the online mailing list.
- Have a good understanding of and ensure that relevant policies including Health and Safety, Child Protection, Equality and Diversity and Manual Handling are adhered to. Address any safety concerns and risks for staff or visitors in an efficient and appropriate manner.
- Undertake any other duties as reasonably directed.

#### **Administration Support**

- Complete financial reconciliation and record keeping
- Support in stock management processes via our Epos system (Lightspeed)
- Provide customer support to online customers and customer enquiries

**Regular training will be provided to enable staff to undertake this role.**

**The gallery is open, and the role therefore requires working, during peak holiday times including weekends and Bank Holidays. Work for events and functions may be out of hours or offsite, including weekends and Bank Holidays.**

**NB this job description is provided to assist the post holder to know their principal duties. It may be amended however from time to time in consultation with you, by or on behalf of the Director of Turner Contemporary without change to the level of responsibility appropriate to the grading of the post.**

## PERSON SPECIFICATION

Specification	Essential	Desirable
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>- Qualification relating to the arts, tourism or retail</li> <li>- First Aid certificate</li> <li>- Accredited visitor service training</li> </ul>		<ul style="list-style-type: none"> <li style="text-align: center;">✓</li> <li style="text-align: center;">✓</li> <li style="text-align: center;">✓</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>- Excellent communication skills and ability to engage with a diverse range of people in person or via email or telephone</li> <li>- Competent in Microsoft Office</li> <li>- Experience of epos systems</li> </ul>	<ul style="list-style-type: none"> <li style="text-align: center;">✓</li> <li style="text-align: center;">✓</li> </ul>	<ul style="list-style-type: none"> <li style="text-align: center;">✓</li> </ul>

<ul style="list-style-type: none"> <li>- Willingness and ability to learn and retain new information</li> <li>- Ability to think creatively and work within a team to solve problems</li> <li>- Fluent in another language</li> <li>- Experience of using tills, cash-handling and booking systems</li> <li>- Good organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
<p><b>Work Experience:</b></p> <ul style="list-style-type: none"> <li>- Experience in a customer-facing role where: <ul style="list-style-type: none"> <li>o Engaging customers in meaningful exchanges are key</li> <li>o You have sold or promoted products or events</li> </ul> </li> <li>- First Aid Experience</li> <li>- Health &amp; Safety Experience</li> <li>- Manual Handling experience</li> <li>- Experience of dealing with challenging customer behaviour</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
<p><b>Behaviours and Characteristics:</b></p> <ul style="list-style-type: none"> <li>- Positive, proactive and can-do approach to the visitor experience and the overall objectives of Turner Contemporary</li> <li>- Passionate and welcoming approach to all visitors in line with Turner Contemporary's Equality and Diversity Policy</li> <li>- Places the visitor at the heart of everything, engages, listens and responds, giving exemplary service</li> <li>- Punctual with a flexible approach to working hours</li> <li>- Ability to work effectively within a team, to self-motivate and use initiative when working alone</li> <li>- Trustworthy and committed with a strong sense of responsibility</li> <li>- Interest in the visual arts and understanding of the mission and values of Turner Contemporary</li> <li>- Smart and professional appearance</li> <li>- Open minded and welcoming, with wide understanding of diversity</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>

**Hours** 12 hours per week includes weekends and Bank Holidays  
(plus occasional extra shift opportunities for events and  
holiday cover)

**Salary:** £23,434 per annum pro rata

**Contract:** Fixed Term for 6 months, Part-Time

**Location:** Turner Contemporary, Margate

**Leave:** 25 days per annum plus 8 Bank Holidays  
(Total 33 days) pro rata