



## **JOB DESCRIPTION**

Job Title	Retail and E-commerce Assistant (full time)
Reports to	Head of Retail
Principal Relationships	Retail department Operations and Visitor Services teams Press, Marketing and Digital team Finance department

## **OVERALL PURPOSE**

Dulwich Picture Gallery Enterprises has a new vacancy for an experienced Retail and E-commerce Assistant to join its busy and successful Retail department. The Retail and E-commerce Assistant is responsible for providing exceptional customer service and retail assistance within the Gallery gift shop both on site and online. You will contribute to the overall purpose of the gift shop which is to generate revenue for the Gallery and enhance the visitor's experience. You will offer administrative and operational support to the Head of Retail and the other Retail Assistant, providing cover in their absence. You will also work closely with the Gallery's Press and Marketing department and Visitor Services team.

## **RESPONSIBILITIES**

### **Customer Service**

Act as primary point of contact for online and mail order customers, answering phone and email enquiries, resolving complaints and processing orders in an efficient and timely manner;

### **Product Knowledge**

Develop in-depth knowledge of the Gallery's books and products to inform your customer service and impart information to the Visitor Services team on the shop floor;

### **Operational Support**

Assist with shop opening/closing procedures and till cover when required; work as a team with the Gallery Assistants on the shop floor, offering guidance and support as well as delegating tasks and overseeing performance on behalf of the Head of Retail;

### **Signage and Communications**

Produce and maintain standardised shop floor signage for product ranges in line with brand guidelines using InDesign; deliver any other communications tools as appropriate and as directed by the Head of Retail;

### **Online Shop**

Create, edit and upload product photography and descriptions to the e-commerce platform and remove discontinued/out-of-stock items in a timely manner;

**Stock Control**

Assist with rolling stock checks and annual stocktake, unpack and process daily deliveries, process returns and write-offs in liaison with Head of Retail, assist with exit strategy for slow moving and discontinued stock, keep storage areas organized and easy to navigate;

**Cash Handling**

Ensure an accurate and thorough approach to all payment processing and refunds;

**Security and Maintenance**

Minimise potential stock loss by maintaining a high level of awareness and alertness; report all safety hazards and risk factors to Head of Retail or Head of Operations;

**Visual Merchandising**

Ensure consistently high standards of housekeeping and stock replenishment on the shop floor; assist Head of Retail in planning and executing displays around seasonal and exhibition opportunities and new range launches;

**General**

Fulfil any other role duties as directed by the Head of Retail.

**PERSON SPECIFICATION**

- A successful Retail career track record, preferably gained in a Gallery or Museum;
- A strong attendance, reliability and punctuality record;
- A strong work ethic and proven track record of being proactive and using initiative within Retail;
- A clear understanding and proven delivery of good customer service;
- A positive and flexible approach, ready and willing to turn your hand to anything to get the job done;
- Physically fit and able to unpack and process deliveries and manoeuvre stock between storage areas and the shop floor on a daily basis;
- Able to deal with customer enquiries on own initiative, responding to queries and complaints in a constructive and prompt manner;
- Able to handle confidential matters with utmost discretion;
- Able to work independently and creatively, pre-empting and problem-solving issues as needed;
- Possesses excellent communication skills; is friendly, approachable and professional when dealing with visitors and staff in person, over the phone or in writing;
- Evidences strong interpersonal and team working skills, able to communicate successfully with a wide variety of people across all levels;
- Possesses excellent time management and organizational skills, able to multi-task and prioritise tasks effectively;
- Displays accuracy and efficiency in all aspects of the role, due to the ability to pay attention to detail;
- Competent in cash handling and till work;
- Experience of successfully using computerised stock management systems, Photoshop, InDesign, Microsoft Office and e-commerce platforms;
- Ability to create and edit product photography and copy for online and promotional purposes to a high standard;
- An interest in Art and the Gallery's permanent collection and building is desirable.

## **TERMS & CONDITIONS**

- Salary: £21,420 per annum
- Attendance: 9.15 am - 5.15 pm; 40 hours per week worked over 5 days including some weekend work. (As the needs of the business dictate, with the pre-authorisation of the Head of Retail you may on occasion be asked to work outside of your normal working hours)
- Holiday entitlement: 25 working days, plus 2 discretionary days at Christmas in addition to statutory holidays
- Pension: The Gallery complies with Auto Enrolment Legislation in Part 1 of the Pensions Act 2008