

JOB DESCRIPTION

Job Title:	Retail Assistant
Rate of Pay:	£8.75 per hour
Job Tenure:	4 days p/w (80%), permanent contract (3-month probationary period, 6-month review)
Hours:	Friday–Monday Hours are seasonal, 30 hours per week minimum 9.30am—5.30pm Some evening and/or weekend work will be necessary; time will be paid, however no overtime will be paid
Location:	Collective City Observatory 38 Calton Hill Edinburgh EH7 5AA
Directly Responsible to:	Retail Manager
Deadline:	20 June 2018, 12 noon
Proposed Interview date:	27 June 2018
Preferred start date:	w/c 23 July 2018
To apply:	Please complete an application form and cover letter which addresses suitability for the role and submit via email to mail@collectivegallery.net

Background

Since 1984, Collective has been fundamental to the cultural vitality of Scotland. Through bringing people together around the production and presentation of new work, Collective has developed a significant international reputation. In 2013, Collective moved to the City Observatory on Calton Hill and we have been working to re-develop this historic site. In 2018, the restored City Observatory and Dome, along with a new exhibition space and purpose-built restaurant, will open together as Collective.

The role

This role offers an opportunity to be part of a small team dedicated to the everyday running of our new retail space which will be situated in the fully restored City Observatory. Our shop will showcase the work of contemporary artists, makers and brands through a selection of limited editions and

specially commissioned products. Inspired by our home on Calton Hill, our carefully selected ranges will complement the buildings, people and natural beauty that surrounds us. We collaborate to produce bespoke products, aiming to source from environmentally and socially responsible companies and working within Scotland and the rest of the UK, where possible. All purchases made will directly support Collective and our work with artists and audiences.

What benefits do we offer?

We offer a pension scheme, contributing up to 2% of your salary into a defined contribution scheme. You will be provided with an annual comprehensive schedule of training. You will be entitled to 25 days' holiday and 8 bank holidays (pro rata) each year. Staff are encouraged to attend intensive programmes, artists talks, reading groups, cultural talks and events. We also offer discounts in our shop.

MAIN DUTIES

- The retail assistant will be part of a small team responsible for the day-to-day running of the shop.
- Responsible for the opening, closing and cashing up of the shop.
- Greet customers and provide excellent customer care standard at all times.
- Work towards achieving sales targets.
- Have strong knowledge of our product ranges.
- Consistent replenishment and maintenance of the shops visual merchandising standards.
- Sort deliveries, assist stock control and stocktaking.
- Support the Retail Manager in the further development of our retail offer and brand liaising with partners, artists and manufacturers.
- Assist with the development and delivery of bespoke marketing and retail events.

MAIN TASKS

- Work closely with the Collective team to ensure smooth day-to-day running of the site.
- Advise customers and respond to queries.
- Handle payments and operate the checkout.
- Daily banking and postage
- Performing regular stock checks.
- Assist with deliveries ensuring that stock is safely and neatly stored in the stockroom and that relevant paperwork is completed accurately and without delay.
- Inputting new stock to EPOS systems including pricing and barcoding.
- Upholding the highest standards of handling, display and storage of artist editions and products.
- Ensuring products are fully stocked, clearly priced and attractively displayed.

- Day-to-day monitoring and fulfilment of ecommerce sales including packaging and arranging delivery.
- Dealing promptly and efficiently with email, phone and postal enquires.
- Assist with the administration of the shop including maintaining accurate paperwork, researching and costing suppliers.
- Reporting discrepancies and problems to the line manager.
- General housekeeping duties.
- Security awareness and self-awareness on the shop floor, being aware of potential shop lifters and fraudulent credit card use. Invigilation and monitoring of the astronomical instruments.
- Responding to general visitor enquiries.
- Occasional support to events and catering staff and welcoming guests.

PERSON SPECIFICATION

Essential

- Minimum of a year's experience working in the retail or customer service sector.
- Knowledge of product brands, makers and designers.
- Excellent communication and customer service skills.
- Experience in administrative support.
- Attention to detail, punctuality and ability to work under own initiative.
- An ability to communicate enthusiastically with visitors about Collective, its artists, site and exhibitions.

Desirable

- Experience of sales in limited art editions or high value products.
- Experience of or interest in contemporary visual arts and heritage.
- Knowledge of the local area.
- Previous gallery or museum work.
- Awareness of access issues and disability awareness.
- Awareness of Health & Safety issues.