

RETAIL ASSISTANT
(Zero Hours Contract)

THE WALLACE COLLECTION

The Wallace Collection is a collection of the fine and decorative arts formed in the eighteenth and nineteenth centuries by four successive Marquesses' of Hertford and the 4th Marquesse's son, Sir Richard Wallace. It was left to the British Nation in 1897 and opened as a national museum in June 1900 in Hertford House, Manchester Square, W1 U3BN, a grade II listed building in central London. The museum is internationally famous for its collection of French eighteenth-century art, European princely arms and armour and for its Old Master paintings.

The museum is managed by the Director, Dr Xavier Bray, who reports to a board of Trustees appointed by the Prime Minister and is financed by a combination of grant-in-aid from central government and self-generated income

OVERALL PURPOSE AND ROLE

We are looking for a Retail Assistant with the core mission of delivering the highest standard of customer service to all visitors. All team members are welcoming, informative and engaged with the Collection and all it has to offer. As brand ambassadors it is the Retail Assistants role to ensure the stories about the Collection, exhibitions and merchandise are known to all visitors. Taking a proactive dialogue with visitors, the goal is to raise revenue for the Wallace Collection through retail purchases and donations maximising all income and fundraising opportunities.

RESPONSIBILITIES

Retail Operations

- Welcome and greet all customers to the retail shop and ascertain customer's needs and wants
- Maintain outstanding store condition through innovative merchandising ideas and excellent stock replenishment and display
- Adhere to all stock policies for write offs and deliveries
- Take an adaptable and resourceful approach to all daily retail operational procedures
- Accurately record daily sales and transactions through the point of sale systems and provide excellent cash handling skills through reconciliation of the morning and evening floats.
- Maximise all sales opportunities and take a proactive approach at engaging with potential customers. Recommend and display items that match customer needs
- Have excellent and up to date product knowledge to encourage engagement and storytelling to customers

Customer Service & Museum Operations

- Welcome all visitors and inform about the Collection and all the facilities it has on offer, such as our exhibitions, events, lectures and public tours.
- Deal with all visitor enquiries and comments in a timely and efficient manner by ensuring full and up to date knowledge of the Collection's programme and events
- Actively engage visitors in the work of the Collection to encourage meaningful engagement and charitable giving.
- Uphold health and safety and emergency procedures ensuring visitors safety and security is always a priority
- Work on occasional events and functions, which may include anti-social hours
- Any other tasks or duties requested by the wider museum team

REPORTS TO

Retail Operations Manager

KEY RELATIONSHIPS

Gallery Team Members and Security Team
Wider Commerce Team

PERSON SPECIFICATION

Essential Knowledge and Experience

- Experience in a customer or sales facing role where engaging customers in a meaningful exchange is key
- Visual merchandising and display experience
- Working knowledge of stock control management
- Experience of dealing with emergency procedures and security policies
- Interest in and knowledge of the Collection and its programming

Desirable Skills and Competencies

- Strong interpersonal skills and relationship management
- Reliable and committed, to work as a part of a team on a rota basis
- Ability to learn and retain new information quickly
- Flexible, resourceful and adaptable in approach
- Ability to self-motivate and use initiative when working alone
- Ability to think creatively and work within a team to solve problems
- Confident in speaking with different and diverse groups of people

Deadline for applications: Monday 22 April 2019 (midnight)

Interview Date: Monday 29 April 2019

REMUNERATION & WORKING HOURS

The post is offered on a zero hour's contract at a rate of £10.20. For work that falls on public holidays you will be paid £15.30 per hour. The post holder is entitled to the equivalent of 5.6 weeks' paid holiday during each holiday year, calculated on a pro rata basis depending on the number of hours that you actually work.

The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN
www.wallacecollection.org; t: 020 7563 9544

An application form can be found and downloaded from our website
www.wallacecollection.org.

Alternatively, you can write to the HR Department, The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN for a postal application pack.

If you have not heard from us within four weeks of the closing date, please assume that you have not been shortlisted for interview on this occasion.

The Wallace Collection is an equal opportunities employer