

Candidate Pack

Retail & Product Development Manager

Full Time, 40 hrs per week

Fixed Term Contract – 20 months



Introduction

The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the eighteenth and nineteenth centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world. So that it could be kept together and enjoyed by generations of visitors, the collection was given to the British Nation in 1897 and opened to the public in June 1900. It was an astonishing bequest and one of the greatest gifts of art works ever to be transferred into public ownership. The museum is internationally famous for its collection of French eighteenth-century art, 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.

We aim to engage with and diversify our audience and attract over 500,000 visitors a year to the museum



Our priorities

The Collection is committed to providing access to as wide a public as possible and to helping visitors engage with this diversity. Our goal is to create a place of understanding, cultural pluralism, curiosity and learning. To do this, we plan to create a world-class visitor experience for all ages which stimulates engagement with our collection through a new programme of exhibitions, major gallery refurbishments and an enhanced and expanded digital presence.

Our strategic priorities are to:

- To maintain, research and preserve the Collection for future generations;
- To broaden and deepen visitor engagement, connecting with audiences onsite and digitally;
- To build and support a strong exhibition programme;
- To lay a strong financial foundation for the future; and
- To embark upon a Masterplan programme to transform the museum.



Role summary

The Retail Department is part of the wider commercial team with a departmental responsibility of reaching ambitious annual revenue targets whilst increasing our average conversion rate and visitor spend. There has never been a more exciting time to join the Collection; from contemporary interventions to old master favourites, the ever-growing public programme offers year-round opportunities to revitalise retail ranges and rethink dynamic visual merchandising at frequent intervals.

With a widely differing style and audience per project, the upcoming programme offers the perfect opportunity for an experienced and ambitious product developer to create diverse, impactful and fully tailored seasonal product ranges that appeal to a vast range of audiences. In support of a longer-term audience development plan, the role further offers ample scope to redevelop the core Wallace Collection range and visual aspect of the shop floor, as well as to build on the Collection's online presence. The ideal candidate will be commercially driven, highly creative and keen to grow the retail offering in store and online and to contribute to wider initiatives at the Collection.

The **Retail and Product Development Manager** is responsible for the overall operational and strategic management of the Collection's retail business. The successful individual enjoys every aspect of retail operations and management and is skilled at driving sales and leading the team of retail assistants, creating and selecting inspiring product ranges and merchandising, forecasting and financial management.

This role reports to Head of Commercial & Front of House.



Role description

Product Development & Buying

- Develop new product lines from design concept to delivery for the core collection and temporary exhibitions throughout the year.
- Deliver new product ranges to agreed timelines to meet seasonal changes and reflect the public programme, refreshing product lines in response to regular product performance reviews.
- Carefully source and buy in further off the shelf stock to fit with bespoke merchandise.
- Work collaboratively with further internal teams to secure stakeholder buy in and identify gaps in ranges, attending meetings to represent the retail team as required.
- Liaise with existing and new suppliers to source new products and maximise margins.

Finance & Strategy

- Ensure effective processing of invoices and credit notes as stock is received.
- Prepare weekly and monthly financial reports promptly for the Finance Department to assist with accurate reconciliation, investigating and reporting on any discrepancies as they arise.
- Regularly analyse sales figures for shop and ecommerce channels, reporting performance against departmental KPIs to the Head of Commercial & Front of House and devising further strategy to drive improvements.
- Deliver quarterly performance report for trustee papers.
- With the support of the Head of Commercial & Front of House, develop and maintain the annual budget taking into account the forthcoming programme and take responsibility for setting and achieving annual KPI targets.

Stock and Operations Management

- Maintain stock levels, ordering stock and sundries and setting prices to maximise profitability.
- Accurately add stock to the inventory system and manage the system regularly to ensure consistency in records, the online shop front and stock levels.
- Oversee routine stock takes to ensure inventory data is accurate and implement additional controls as necessary.
- Plan and deliver annual stock take, overseeing the team in a series of counts, checks and reconciliation on the inventory system, reporting notable discrepancies to the Head of Commercial.
- Create and implement appealing visual merchandising plans seasonally to drive sales and promote accessibility and attainability to diverse audiences.
- Review the shop layout and merchandising plans against sales data, implementing promotions and re-pricing and redisplaying product as needed.
- Ensure that established standards of cleanliness and merchandising are upheld on the shop floor.
- Maintain all aspects of Collection policy and procedure with the team and on the shop floor and participate in H&S drills alongside the retail assistants.

Role description

Team Management

- Lead on all recruitment, training and ongoing performance management and development for shop floor retail assistants through regular 1-2-1s and annual appraisals.
- Work collaboratively to inspire the team to drive retail sales to achieve KPIs through proactive engagement with visitors, robust product knowledge and upselling.
- Oversee the team in handling all customer enquiries in a timely and courteous manner in person and over telephone or email, leading by example.
- Schedule the team rota to reflect business needs.



Person specification

Essential

- Demonstrable experience in designing, developing and buying creative and commercially successful product lines.
- Experience in customer-facing retail operations management, including leading and motivating a team and accurate stock and financial process management.
- Proven experience developing and working to retail KPIs and implementing tactics to achieve these targets.
- Proficient with IT and stock systems and confident with POS technology and spreadsheet or financial software.
- Excellent written and verbal communication skills with an ability to manage key internal and external stakeholder relationships.
- Highly organized with the ability to prioritize and work well under pressure.
- Demonstrable analytical and problem-solving skills with meticulous attention to detail and accuracy across all aspects of the role.
- Confident with financial and numerical data with the ability to interpret it to inform strategy.

Desirable

- Developed visual merchandising skills.
- Knowledge of commercial activities within the Arts and Heritage sector.



Salary, benefits and working hours

The salary for this role is between £38,000 to £42,000 per annum dependent on skills and experience.

In addition, the post-holder will receive, pro-rated, 25 days paid annual leave plus bank holidays and 2.5 'privilege' days. Employees are also offered the following benefits:

- **NEST Pension Scheme**
- **Interest free loans after six months satisfactory service**
 - Interest free season ticket loan
 - Cycle to work loan
- **Eye Tests**
- **Occupational Health Service**
- **Annual Flu Jab**
- **Employee Assistance Programme**
 - Services available 24/7 and 365 days per year to all employees
 - Free therapy service of up to six sessions per issue, per year (each session lasts 45-50 minutes)
- **Access to Mental Health First Aiders**
- **Parental Leave**
- **Training and Development Opportunities**

For this post, the normal working week is a five-day week, Monday to Friday. The normal working day will be 09.15 to 17.15. However, flexibility will be required to work occasional weekends, bank holidays, early mornings or evenings when required.

How to apply

Please complete the Application Form, and the Equal Opportunities Monitoring Form, following the links provided on our website. Please note the equal opportunities form is used for monitoring purposes only and does not form part of the selection process. Both forms should be emailed to recruitment@wallacecollection.org by midnight **25/10/2026**. Please note late applications or applications via a CV will not be considered.

Interviews for the role will take place week commencing, **26/10/2026**. Candidates who have been shortlisted for interview will be contacted after the closing date. Due to the large number of applications we receive, it will not be possible to contact or give feedback to candidates who have not been shortlisted for interview.

Start date: As soon as possible

Appointment to the role is subject to a satisfactory Basic Disclosure check. The Wallace Collection is an equal opportunities employer and welcomes applications from all sections of the community.



