Job title: Retail Assistant

Location: Museum of East Asian Art, Bath, UK

Job type: Part-time, 15 month fixed-term contract

Hours: 26hrs per week

(Normal working hours will include regular weekend working)

Pay: £7.50 per hour

Reports to: Visitor Services and Retail Manager

**Purpose of role**

We are looking for an enthusiastic and motivated Retail Assistant to support us in creating memorable experiences for our visitors by providing excellent customer service on front of house.

Working at the front desk in the MEAA Shop, you will ensure that all visitors are warmly welcomed and encouraged to engage with the Museum’s collection and events programmes.

With knowledge of the museums and galleries sector, you will hit the ground running to support our daily Visitor Services and Retail operations and will be expected to help drive income growth by actively promoting our retail offers and events.

Responsible for running the MEAA Shop at weekends, you will play an important part in the delivery of our Visitor Services and Retail offer.

**Background**

The Museum of East Asian Art (MEAA) is the only museum in the UK solely dedicated to the understanding and appreciation of East and Southeast Asian arts and cultures. We collect, preserve and exhibit artefacts representing more than 7,000 years of artistry and craftsmanship from East and Southeast Asia.

We offer a broad range of opportunities to enjoy and learn about our unique collection and strive to be as accessible to as wide an audience as possible. To achieve this we encourage education, creativity, dialogue and research, and deliver a wide programme of rich learning and cultural experiences.

MEAA is an educational charity, and the income we receive goes directly back into our exhibitions, collection care and events programmes.

**Please see Role Description and Person Specification below.**

**Retail Assistant, Museum of East Asian Art, Bath, UK**

**Role Description**

* Welcoming all visitors to the Museum and MEAA Shop, and processing admissions and sales through the EPOS till
* Providing information to visitors about the Museum, our events and activities and retail offers

Processing events bookings and memberships face-to-face and over the telephone

* Actively promoting gift aid donations and shop products to support and maximise income growth for the Museum
* Responsible for the MEAA Shop during your working hours, including: setting up the till and cashing up at the end of the day
* Providing administrative support to the Visitor Services and Retail Manager by creating reports and maintaining records
* Merchandising shop window and displays, assisting with deliveries of stock and maintaining a presentable and tidy museum
* Taking on key-holder responsibilities (training provided) and adhering to building security regulations at all times
* Being proactive in engaging visitors and providing excellent customer service through identifying and responding to their needs
* Maintaining knowledge of our products, services, events and learning experiences in order to provide the necessary information to visitors and promote a positive image of the MEAA
* To recognise and take every opportunity to maximise sales (e.g. promoting Gift Aid)
* Making sure there are sufficient copies of our resources throughout the galleries and at the desk
* Regular communication with and reporting to the Visitor Services and Retail Manager is required, and all messages and briefings communicated to other shop staff or volunteers as required
* To ensure familiarity and co-operation with all Museum procedures, including Health & Safety, and any new policies relevant to your position as they arise
* Be vigilant about building security and shoplifters
* You may be asked to assist from time to time with MEAA Volunteers and their training, under the guidance of the Visitor Services and Retail Manager

**Other**

* Regular working hours include weekends and you may be asked to work an occasional evening in line with the needs of the business, such as assisting with front of house at Museum events.
* From time to time covering security duties in the absence of the Facilities Manager
* Responsible for cleaning the Museum at weekends or when the Facilities Manager is absent
* Other duties as directed by management

**Benefits**

* Full training and induction provided
* Staff discount in the MEAA Shop
* Invitations to exhibition private views
* Any additional hours worked may be reclaimed in lieu upon agreement with line manager

**Retail Assistant, Museum of East Asian Art, Bath, UK**

**Person Specification**

Please review this specification which lists the skills and experience we require for the role.

|  |  |
| --- | --- |
| **Essential Criteria** | **Highly Desirable Criteria** |
| Direct experience of selling or promoting products and services in a retail or museum/gallery environment | Experience in cash handling procedures |
| Excellent communication skills: - able to interact with a variety of visitors with confidence and clarity and understanding of the importance of good customer service | Experience using an EPOS till system |
| Strong IT skills: - ability to use Microsoft applications (Excel, Outlook and Word), ability to adapt to new technology and IT systems comfortably | Awareness of Health and Safety and security issues in a work environment |
| A high level of attention to detail, accuracy and excellent numeracy skills | Previous administrative experience |
| Availability and commitment to working regular weekend hours | Experience working in a supporting role, or in a small team |
| The ability to use initiative and multitask |  |
| A good sense of responsibility and respect for others |  |
| A proactive and self-motivated attitude: - ability to prioritise and organise own time effectively |  |
| Commitment to supporting and enhancing the visitor experience at MEAA by working to a high standard |  |
| Knowledge of and interest in museums, galleries or heritage environments |  |

**To apply for this position please download the Application Form from:** [**www.meaa.org.uk**](http://www.meaa.org.uk)

Please return the Application Form along with your CV, Equal Opportunities Monitoring Form and a covering letter to: Jill Sutherland, Visitor Services and Retail Manager: [j.sutherland@meaa.org.uk](mailto:j.sutherland@meaa.org.uk)   
**Deadline for applications: Thursday 20 July 2017 (midnight)**

**Interviews will be held on: Monday 24 July 2017**

Previous applicants may apply. Please note that we are unable to accept incomplete or late applications.