



JOB DESCRIPTION

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| Job Title: | Shop Assistant |
| Division: | Commercial & Digital Development Department |
| Department/Section: | Retail |
| Contract: | Fixed Term contract until 13 November 2018 |
| Salary: | £9.75 per hour |
| Reporting to: | Retail Branch Manager, Retail Assistant Manager, Retail Shop Supervisor |

Background

The V&A is the world's leading museum of art and design, housing a permanent collection of over 2.3 million objects that span over 5,000 years of human creativity. The Museum holds many of the UK's national collections and houses some of the greatest resources for the study of architecture, furniture, fashion, textiles, photography, sculpture, painting, jewellery, glass, ceramics, book arts, Asian art and design, theatre and performance.

The Commercial & Digital Development Department is the commercial arm of the V&A. Our business is to generate revenue, using the V&A brand, collections and exhibitions here in London and across the world. 100% of our profits are returned to the museum, helping to fund its programme and collections for the future. The famous V&A Shops are considered a benchmark in museum trading across the world, and set a standard to which others aspire.

Purpose of job

Working within an enthusiastic and motivated team, you will show a genuine passion for our museum and products. You will inspire our visitors and listen to their needs, whilst delivering exemplary customer service.

Main tasks

1. To deliver exemplary customer service, all of the time, ensuring a customer first approach.
2. To be knowledgeable of our brand, what it is and why it matters and able to communicate this with confidence.
3. To understand and adhere to all procedural standards required for the smooth daily operation of the branch.
4. To participate in the daily replenishment of stock, ensuring that procedures are accurately followed and that stock is merchandised to the required standards.
5. To participate in daily and ad-hoc housekeeping, ensuring the highest standards of appearance are maintained.

6. To ensure accurate and efficient operation of your till, ensuring company policies and procedures are followed at all times.
7. To develop and maintain a broad knowledge of the museum including key visitor information and work with colleagues across key visitor facing departments.
8. Be committed to health and safety and ensure familiarity with all of the Museum's health and safety policies and procedures.
9. Be security conscious, ensure familiarity and co-operation with all museum security procedures and ensure you wear a security pass at all times when on museum premises.
10. Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion and diversity.
11. Carry out ad hoc duties as requested by appropriate managers within your department.

PERSON SPECIFICATION

Essential requirements

1. Substantial experience in a fast paced customer facing retail environment.
2. A proven passion for the arts and the important role that museums play within the cultural sector.
3. Be able to demonstrate a friendly and vibrant approach to customer service.
4. You will be hard working, able to manage and prioritize multiple tasks and willing to regularly change your approach.
5. Confident in the use of till systems and accurate in cash handling.
6. You must be able to communicate clearly and proficiently with customers and colleagues, both orally and in written form.

Desirable requirements

1. Previous experience of working in a high-end retail environment.

OTHER INFORMATION

Hours/Salary:

Net working hours (i.e. excluding meal breaks) are 37.5 per week.

The salary for this role will be £9.75 per hour. Salaries are reviewed on an annual basis.

Annual leave:

28 days plus 8 days public holidays

Pension benefits:

You will be auto enrolled into the Museum's Group Personal Pension Scheme and have the opportunity on completion of Probation to an enhanced pension provision, including an employer contribution of 10%.

Other benefits:

Non-contributory life assurance policy (to value of 4 x annual salary)

An interest free season ticket or bicycle loan is available after three months.

Free entrance to all the major museums and exhibitions in London as well as many others.

Subsidised staff restaurant

Discounts on purchases in V&A shops

Application process:

Please apply online via the V&A's website at www.vam.ac.uk/jobs

If you are having technical difficulties applying online, please use the online chat functionality which can be found on the bottom right hand side of the form. Alternatively, you can contact **Vacancy Filler** directly on **01509 236434**, and quote the role reference number and your application number (if known). Please note, Vacancy Filler are contactable, Monday – Friday between 9.00am – 5.00pm.

If you have any queries regarding the role and/or the V&A's recruitment process, you can email us – contacthr@vam.ac.uk or telephone us on 020 7942 2937 (Working hours Monday – Friday 9.00am – 5.00pm).

Interview expenses will not be paid unless there is a prior agreement.