

## JOB DESCRIPTION SHOP ASSISTANT (p/t)

### Key objectives:

- To deliver a high level of customer service in Ikon Shop and to enhance visitor experience.
- To play an active role in the development of Ikon's retail operations and maximise sales to support Ikon's income generation targets.
- To accurately receive inbound stock, merchandise and promote new stock lines both instore and online.

### Responsible to:

This post holder is responsible to the Retail and Sales Manager.

### Key outputs:

1. Provide an efficient high standard of customer care and maximise sales with excellent product knowledge.
2. Keeping retail spaces clean, well presented and appropriately stocked: including advising management when stock is running low and proactively researching new lines.
3. Assisting in the co-ordination of stocktake and maintenance of Ikon's Shopify stock management system.
4. Accepting inventory and adding new products to Ikon's e-commerce store.
5. Playing an active role in the marketing and promotion of Ikon Shop, especially with respect to Social Media, in consultation with the Communications team.
6. Carry out general administrative duties for Ikon Shop including: telephone enquiries and event bookings, postal, internet and trade orders, and covering Ikon reception desk as required.
7. Provide basic training on shop systems for Ikon Shop Casual and Information Assistants on a regular basis.
8. Ensure that Ikon Shop's opening and closing procedures are delivered.
9. Operate in accordance with Ikon's employment, Health and Safety, equal opportunities and other practices, policies and procedures.
10. Carry out any other duties commensurate with the job role.

## Required competences:

### Merchandising and selling goods

- Maintain the availability of goods for sale to customers by organising the display of goods for sale in an attractive and organised way.
- Refresh instore and online displays with regularity e.g. for new exhibition periods and seasons.
- Provide friendly and approachable support in helping customers to make purchases, in order to maximise daily sales.
- Trade Ordering – including proactive approaches to organisations regarding Ikon publications and editions and organising delivery of goods.
- Using social media as a marketing tool to generate shop sales.

### Till Systems (Shopify)

- Process customer payment information, monitor and control the handling of payments.
- Transferring new inventory to the system in an accurate and timely manner.
- Accurately add new products, with pricing and descriptions, to the online store.
- Process returned goods for instore and online orders, maintaining good inventory management.

### Communications

- Strong level of communications skills both written and verbal.
- To create social media posts, schedule posts and interact with Ikon audiences.
- To write and/or edit descriptions for shop products for inclusion in e-shots and for other marketing purposes.
- Some familiarity with basic photography and editing.

### Customer Services

- Deliver and maintain excellent customer service to improve customer relationships.
- Identify customer needs and provide appropriate solutions to customer queries and issues.
- Project a friendly, approachable and helpful demeanour to encourage brand loyalty.

### Computer Literacy

- Accurate data entry into Shopify and Windows PC, with knowledge of Microsoft Office, Photoshop, Shopify and Microsoft Teams.

- Familiarity with social media platforms including Instagram, Facebook and Twitter.

#### **Develop productive working relationships**

- Build effective working relationships cross departmentally to ensure efficient and successful outcome to specific projects.
- Develop the trust and support of colleagues and team members and support of your manager.

#### **Maintain a safe, healthy and secure workplace**

- Contribute to the maintenance of a healthy, safe and productive environment for self, visitors, staff and customer.
- Identify and report security risks and follow appropriate procedures.

#### **Arts and Cultural Sector**

- Understanding of the arts and cultural sector
- Have demonstrable passion for Ikon's artistic programme and a commitment to broadening a knowledge of contemporary art.

## Terms and Conditions

Salary	£19,968 (pro rata)
Hours	21 hours per week, typically 3 days a week, Monday to Sunday. Occasional evening and overtime work as required.
Holidays	25 days (pro rata)
Probation	Three months
Notice period	One month
Contract	Fixed term until 31st March 2023
Staff Benefits	Workplace pension schemes, Discount at Ikon shop

We are dedicated to continue the diversification of our staff and leadership team, and have a particular requirement for those who have lived experience and identify themselves as disabled, are Black, Asian or LGBTQ+.

Ikon requires all staff to obtain a Government Disclosure and Barring Service (DBS) check, in accordance with Ikon's Child and Vulnerable Adults Protection Policy. You will be required to provide the necessary documentation for the DBS check to be carried out. Ikon will cover the cost of obtaining the DBS check and reserves the right to request additional checks at any time in the future.