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JOB DESCRIPTION

**Job Title:** Retail Co-ordinator

**Rate of Pay:** £19,150 pro rata

**Job Tenure:** 4 days p/w (80%), permanent contract (3-month probationary period, 6-month review)

**Hours:** Thursday–Sunday

7.5 hours per day, 9.30am—5.30pm, with a half-hour unpaid break.

Additional evening and/or weekend work will be necessary on occasion; no overtime will be paid but this work will be compensated with time off in lieu (TOIL)

**Location:** Collective

City Observatory

38 Calton Hill

Edinburgh

EH7 5AA

**Directly Responsible to:** Lara MacLeod, Retail Manager

**Benefits we offer:** Membership to a defined contribution pension scheme. Annual leave entitlement 25 days holiday and 11 bank holidays per year (pro-rata). Staff discount in our shop *Collective Matter*.

**Deadline**: 23 August 2021, 5pm

**Proposed Interview date:** 6 September 2021

**Preferred start date:** ASAP

**To apply:** Please email your CV and cover letter, or a short audio recording (max 7 mins), which addresses your suitability for the role to [recruitment@collective-edinburgh.art](mailto:recruitment@collective-edinburgh.art) using the subject line: ‘Retail Co-ordinator Application’.

**Background**

Since 1984, Collective has been fundamental to the cultural vitality of Scotland. Collective is an innovate contemporary art centre; we work with artists to produce new art focussing on artist research, engagement and collaboration. Our mission is to bring people together around new art and we have a vision of a new thriving creative society, where the artists of our time inspire new ways of looking, questioning, and thinking through art. We strive to be: 

* Bold – brave and experimental
* Collaborative – generous and sharing
* Inclusive – listening, fair, and open to all
* Caring – for our society and environment
* Inventive – supporting new connections and ideas

Collective believes that a greater diversity of views, skills, and lived experiences will help generate better experiences for all. We want to encourage applicants with a diverse range of backgrounds to apply, particularly groups which are under-represented in our sector, including People of Colour and those with lived experiences of disability.

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**The role**

This role offers an opportunity to be part of a small team dedicated to the everyday running of our retail space *Collective Matter* which is situated in the City Observatory. Our shop shares the work of contemporary artists, makers and brands through a selection of limited editions and specially commissioned products. Inspired by our home on Calton Hill, our carefully selected ranges complement the art, buildings, people and nature that surrounds us.

We collaborate to produce bespoke products, aiming to source from environmentally and socially responsible companies and working within Scotland and the rest of the UK, where possible. All purchases made will directly support Collective and our work with artists and audiences.

**Main duties**

* Responsible for the opening, operating, closing and cashing up of the shop.
* Welcoming customers and visitors and providing excellent customer care standards at all times.
* Actively support achieving sales targets.
* Have strong enthusiasm for and knowledge of our product ranges and mission.
* Maintain & develop fresh visual displays within the shop at all times considering security, product placement & customer satisfaction.
* Co-ordinate and maintain email address & answer all enquiries.
* Co-ordinate stock replenishment ordering, delivery, pricing, system inputting & merchandising with support from Trading Manager.
* Maintain accurate product stock levels across all platforms – iZettle, Shopify & Facebook/Instagram.
* Carry out stock checks with support from the Trading Manager.
* Support research & development of the Collective Matter vision, sourcing products for the bricks & mortar and online stores.
* Assist with the development and delivery of bespoke marketing and retail campaigns and events.
* Support the marketing & communications team with content for social media platforms.
* Visual merchandising and housekeeping.
* Security awareness.

**Duty Management**

All weekend coordinators may be called on for duty management responsibility from time to time. Duty Manager responsibility includes, but is not limited to:

* Open the site in the morning and, close and secure at end of day.
* Lead staff team on the day, ensuring Welcome Assistants are in their correct positions and making changes if needed.
* Co-ordinate emergency cover (e.g. because of illness).
* Responsible for managing and supporting staff on site, including reporting issues such as lateness to line managers if needed.
* Designated first aider.
* Deliver tours as needed.

        Main point of contact for events and hires on the day.

Training will be provided and all Duty Managers are eligible for an additional responsibility payment on allocated days, which is added to the base salary.

**Main tasks**

* Daily cashing up & banking.
* Perform regular stock checks.
* Day-to-day monitoring and fulfilment of ecommerce sales including packaging and arranging delivery. Ordering supplies.
* Dealing with enquires.
* Maintaining accurate paperwork.
* Carrying out regular maintenance of the online shop assuring images, copy, prices & stock levels are correct and in keeping with brand. EPOS systems including pricing and barcoding.
* Assisting with deliveries ensuring that stock is safely and neatly stored.
* Upholding the highest standards of handling, display and storage of artist editions and products.
* Invigilation and monitoring of the astronomical instruments in the City Observatory.
* Occasional support to events and catering staff.
* Any other reasonable requests made by the Trading Manager and Director.

**Person Specification**

**Essential**

* Minimum of a year’s experience working in the retail or customer service sector.
* Interest in, and knowledge of, contemporary visual arts and heritage.
* Passion and interest in retail, including a knowledge of contemporary product brands, makers and designers.
* Excellent communication and customer service skills.
* Experience in administrative support.
* Attention to detail, punctuality and ability to work under own initiative.
* An ability to communicate enthusiastically with visitors about Collective, its artists, site and exhibitions.

**Desirable**

* Experience of working in the contemporary visual arts or heritage sector.
* Experience of sales in limited art editions or high value products.
* Knowledge of the local area.
* Previous gallery or museum work.
* Awareness of access issues.
* Awareness of Health & Safety issues and First Aid certificate.

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