

MOSTYN

JOB DESCRIPTION

Weekend Retail Assistant

Reporting to: Retail Manager

Responsible for: Retail Experience

Minimum contract: Permanent - 14 hours per week [2 days – Saturday and Sunday]

Hourly rate: £6.56 - £8.91 per hour

These rates meet the National Living Wage and the National Minimum Wage.

MOSTYN Shop offers a unique selection of exquisite jewellery, vibrant glass, luxurious textiles, beautiful hand thrown ceramics, limited edition prints and original artworks. Including both local and national craftspeople, we aim to showcase a diverse and individual range of work from both established and newly emerging makers. Also sold are greetings cards, postcards, art and related books, art magazines, stationery and gifts. The Shop also forms the reception area, with staff occupying a dual retail/reception role, which is especially important as it forms visitors first contact with MOSTYN staff on entering the building.

Successful applicants will play a key role in ensuring MOSTYN's visitors enjoy their visit, and will demonstrate a flexible approach to the different responsibilities of the role. They will also provide a high standard of customer service, optimising the potential of income generation and promotion of what MOSTYN has to offer through interaction with visitors.

Main Duties:

To play a key role in ensuring MOSTYN's visitors enjoy their visit in a safe and secure environment, and to demonstrate a flexible approach to the different responsibilities of the post.

- Providing an effective front of house by ensuring that members of the public are given a friendly welcome and their enquiries are dealt with
- To increase the appreciation and understanding of the retail area by responding and initiating conversations with customers and visitors about the works on display
- Assist with effective display and sales of a wide range of contemporary craft and design, books, postcards and greetings cards, magazines, artworks and merchandise on a continuous basis
- Organise the collection and return of stock when appropriate. Keeping efficient stock records and when required assist with stocktake.
- Ensuring all records and correspondence, paper or electronic, in relation to receiving, selling and returning of stock are carried out as appropriate and kept in order
- Assist with the daily financial aspects of the Shop. Maintaining a daily record of transactions and cashing up at the end of the day

- Maintenance of reception desk, operation of the till, processing sales and requesting assistance where required
- To be responsible for the safety and security of exhibits and work on display in the retail area when visitors are present
- Assist the Retail Manager, the Operations and Facilities Manager and housekeeping staff with any technical or cleaning tasks required in relation to the shop/reception/premises
- When required, to assist in the Gallery
- Undertaking any other reasonable tasks to ensure the successful operation of the Shop and Gallery.

In common with all post holders, the Retail Assistant is expected:-

To take responsibility for their own and their colleagues' health and safety - To ensure the security of the gallery and other spaces in MOSTYN .

To act as an advocate of MOSTYN and promote its vision and activities - To collaborate with all other departments - To ensure MOSTYN systems, policies and processes are adhered to in the execution of the duties.

This is not an exhaustive list of duties. It may be necessary to undertake other reasonable duties for the successful execution of this role and to meet the aims of the organisation.

Outline person specification:

Knowledge:

An understanding of contemporary visual arts, craft & design, and evidence of ongoing continuous professional development in this sector. Passion for bringing contemporary issues through the arts, crafts & design to life and engaging as wide an audience as possible to the benefits, challenges and opportunities of contemporary art.

Skills and experience:

- Previous retail experience is essential for this role
- Attention to detail and strong customer service ethic that will have visitors coming back time and time again.
- Confident, articulate and outgoing, to inspire visitors and help with their understanding of works on display and overall MOSTYN's vision and aims.
- Flexible way of working.
- Ability to use Microsoft Word and Excel confidently
- Evidence of working with a diverse range of audiences and the motivation to strive to make a good impression.

Welsh- language ability for this post is not essential but would be seen as an asset.

Hours of work:

Set days:

Saturday 10.00am - 5.30pm

Sunday 10.00am- - 5.30pm

Working weekends is a compulsory part of this post.

Successful applicants will also be expected to be flexible to cover other staffs Annual Leave, and there may an occasional requirement to work unsocial hours in the execution of this role.

MOSTYN is committed to creating a diverse environment and is proud to be an equal opportunity employer. We encourage applications from all sections of the community, in Welsh or English. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, disability or age. We offer a range of family friendly, inclusive employment policies and flexible working arrangements.

How to apply:

E-mail your

CV along with a covering letter explaining why you feel you would be suitable for this position to Barry Morris [Retail Manager] barry@mostyn.org

(Post applications by prior arrangement only)

Closing date for applications: 5.30pm Thursday 22nd July 2021

Interviews: Tuesday 27th July 2021

Start date – August / September 2021