

MODERN ART OXFORD

April 2021

Dear Applicant

Thank you for your interest in the Retail Assistant post. This pack contains all the information you need to apply for this job, including the job description, person specification and terms and conditions of employment. Please read these carefully and consider whether you wish to apply.

Please register here to apply [here](#) and upload the following by 9am, Thursday 13th May:

- An up to date CV
- A covering letter describing how your skills and experience fit the person specification (no more than 2 sides of A4)
- A completed equal opportunities form (this will not be shared with anyone involved in the application process) – available at the end of this pack or download [here](#).

Modern Art Oxford is committed to creating equality of opportunity for all and we value diversity in our team. As part of [our Anti-racism Action Plan](#), we welcome applications from candidates from ethnically diverse backgrounds.

Shortlisting candidates for interview will be solely based on your application meeting the person specification so please make sure that you read the job description and person specification carefully and ensure that all the relevant information is included in your statement and CV. If you have any questions please email recruitment@modernartoxford.org.uk

I look forward to receiving your application.

Best wishes,

Shona Ritchie
Retail & Visitor Services Manager

About Modern Art Oxford

Modern Art Oxford was founded in 1965 and is shaped by a longstanding commitment to education and inclusion. The gallery is known for having a bold and progressive artistic programme that promotes diversity and internationalism. We aim to be accessible to the widest possible audience.

Modern Art Oxford is the city's only public space dedicated to contemporary art and culture. It is open to all and most of our exhibitions and events are completely free of charge. Modern Art Oxford's acclaimed programme encourages public engagement with creativity and the arts, and promotes the importance of contemporary visual culture in today's society.

The Modern Art Oxford Shop serves two important functions in the organisation: it generates income for the organisation and is also a central part of the visitor experience at the gallery. The shop sells a wide variety of items including gifts, books and cards, as well as exclusive catalogues, merchandise and limited edition prints. It is also one of the first points of contact for visitors to the gallery either in person, on the telephone or by email. The retail staff offer a warm, informed and professional welcome to visitors on arrival to the gallery.

Job Description

For many people the shop is an important part of the visitor experience at a museum or gallery. As one of the staff members at Modern Art Oxford who comes into contact with the public the most, the role of the Retail Assistant is to provide exceptional customer service. The post holder will work closely with the Retail & Visitor Services Manager to manage the Shop, handling sales, visitor enquiries, and event bookings. Alongside this they will actively promote all areas of the gallery including exhibitions, events and education programmes, and all commercial and fundraising activities.

Key Responsibilities

Commercial and Retail

- Responsible for the day-to-day running of the on-site and online shop, maximising all opportunities to increase income to the gallery
- Provide visitors with excellent customer service in the Shop, processing sales using the till, and ensuring all transactions are recorded correctly and in line with data protection

- Provide visitors with excellent product knowledge on the unique range in the shop.
- Processing deliveries, re-stocking products daily, and carrying out regular visual merchandise updates to ensure the Shop is always appealing to visitors
- Process bookings for exhibitions and events – these can be taken in person, over the phone and online
- Support the management of the online shop, ensuring all orders are packed and dispatched promptly and efficiently
- Assist with the Shop's social media accounts and marketing strategies
- Cashing up at the end of the day
- Assist with stocktakes to check quantities of stock held

Customer Service

- Competently direct enquiries made in person, by email and over the phone
- Provide visitors with excellent knowledge on the gallery's exhibitions and events, as well as the wider area of Oxford

Development and Fundraising

- Proactively encourage visitors to make donations as well as promote Modern Art Oxford's Friends, Patrons and Supporters schemes.

Health & Safety

- Ensure that the controls in risk assessments are followed in the Shop displays and all health & safety procedures are followed
- Act as a fire marshal for the Shop and ground floor area to assist the Duty Manager with the evacuation of the building in the event of a fire alarm
- Act as a first-aider

Person Specification

Skills and Experience

Essential

- Proven experience of delivering excellent customer service skills in a public facing environment
- Experience of handling cash and using a till, or confident working with numbers
- Excellent interpersonal skills including working as part of a team
- Experience of handling telephone and email enquiries

- Able to prioritise workloads and work independently in a busy multi-task environment
- Reliable with excellent time-keeping and management skills
- Adept IT skills and a competent user of MS Office
- Possess a keen attention to detail
- Available to work weekends and occasional evenings

Desirable

- Experience of working in a retail environment
- InDesign and Photoshop experience
- Database experience
- First aid and fire safety training or willingness to learn
- An interest/knowledge in art and design
- Experience of creating social media posts

Terms and Conditions

Position:	Retail Assistant(Part-time, fixed term)
Responsible to:	Retail & Visitor Services Manager Reports in to the Duty Manager on evenings and weekends
Salary:	£9.50 per hour, paid monthly on submission of timesheet
Hours:	Fixed term contract for 6 months. 16.5 hours per week: 10.45am – 4.15pm Friday, Saturday and Sunday plus occasional extra hours for evening events and covering leave for Retail and Visitor Services Manager. Currently the gallery is opening reduced hours (11am – 4pm) due to the COVID-19 pandemic, our normal opening hours are 10am-5pm on Tuesday – Saturday so shift patterns will change when opening times return to normal.
Probation:	Three Months
Notice:	One week either side during probation. Thereafter, the notice period will be six weeks in writing on either side.
Holiday:	54.5 hours (25 days per annum plus 8 public holidays pro rata)

Place of Work: Modern Art Oxford, 30 Pembroke Street, OX1 1BP

Pension An auto-enrolment pension scheme is in place with Legal & General. Eligible employees will pay 5% (before tax relief) and the employer will pay 3% of qualifying earning.

Disclaimer This document does not constitute an offer of employment nor forms any part of any contract

MODERN ART OXFORD

Equal Opportunities Monitoring Form 2021

We are committed to ensuring equality of opportunity in employment for all. We are committed to recruiting, retaining and developing a workforce that reflects the diverse communities that we are a part of. In order to do this, we need to monitor and analyse diversity information so that we can ensure our recruitment processes are fair, transparent, promote equality of opportunity and do not have an adverse impact on any particular group. You are not obliged to fill in this form but it would greatly assist us in monitoring the impact of our Equality, Diversity and Inclusion policy. The information on this form is confidential and will not form part of the shortlisting process. No information will be published or used in any way which allows individuals to be identified.

There is a "prefer not to say" option for each section if you would rather not answer a particular question.

1. How do you describe your gender identity?

Female (including trans women)

Male (including trans men)

Non-binary (e.g. Androgyne)

Prefer not to say

2. Is your gender identity different to the sex you were assumed to be at birth?

Yes

No

Prefer not to say

3. What is your age?

0-19

20-34

35-49

50-64

65+

Prefer not to say

4. Do you identify as a D/deaf or disabled person, or have a long-term health condition? Any information you provide here will be used for monitoring purposes only – if you require any reasonable adjustments to be made in the selection process then please contact recruitment@modernartoxford.org.uk

Yes

No

Prefer not to say

5. How do you describe your ethnic background?

Arab

Black African

Black Caribbean

Any other Black background

Indian

Pakistani

Bangladeshi

Chinese

Any Other Asian background

White British

White Irish

Gypsy or Irish Traveller

Any Other White background

White & Black Caribbean

White & Black African

White & Asian

Any other Mixed background

Any Other ethnic group

Prefer not to say

6. How do you describe your sexual orientation?

Bisexual

Gay man

Gay woman/Lesbian

Heterosexual/Straight

Queer

Prefer not to say

7. Where did you see this post advertised?

Thank you for completing this form!