

Turner Contemporary - Retail Coordinator (Proposed)

Job title: Retail Coordinator

Contract Type: Permanent

Department: Retail

Reports to: Head of Commercial

Hours of Work: 5 days per week, Monday-Sunday working 1 weekend day every 2 weeks desired

Salary: £28,470.00 per year.

Place of Work: Turner Contemporary, Rendezvous, Margate, CT9 1HG.

Deadline:

The Retail Coordinator plays a crucial role in Turner Contemporary's commercial operations, directly supporting our Head of Commercial in coordinating and overseeing our vibrant retail offering. This position supervises the day-to-day operations of our gallery shop, online store, and artist editions programme, which together generate vital income through Turner Contemporary Enterprises to support our artistic and educational mission.

Coming at an exciting moment as we launch our new brand identity, the ideal candidate will bring retail expertise and excellent customer service skills to help position our shop as a destination.

Key tasks and responsibilities:

Shop Oversight & Customer Experience

- Supervise all aspects of daily retail operations, creating an inviting, well-merchandised environment that reflects our artistic mission and new brand identity
- Ensure the provision of exceptional customer service and product knowledge to visitors, actively engaging them with our carefully curated selection
- Train and supervise our front of house team, ensuring they have required knowledge of retail systems and SOPs and deliver consistent service excellence and product knowledge
- Serve as a key point of welcome for gallery visitors, providing informed guidance about exhibitions, events, and facilities.
- Handle challenging situations with professionalism and maintain calm under pressure.

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turnercontemporary.org

- Ensure the shop floor remains fully stocked, clean, and presentable at all times. Open and close the shop according to established procedures

Stock & Merchandise Management

- Manage regular stock takes and reporting
- Maintain optimal stock levels by consistently monitoring sales and coordinating timely reorders with suppliers to prevent shortages and ensure product availability. Process deliveries and returns efficiently.
- Maintain accurate product records and ensure proper labeling and pricing.
- Work with the visual merchandiser and buyer to ensure the reflects the changing seasons and exhibition programme

E-commerce & Digital

- Manage and maintain our online shop platform in Shopify, ensuring product listings are accurate, compelling, and optimised.
- Process online orders promptly and efficiently, arranging for items to be packed and shipped with appropriate care. .
- Support digital marketing for the shop, including contributing content for social media and email campaigns
- Monitor and respond efficiently to customer inquiries through online channels

Artist Editions Programme

- Work with the Head of Commercial, the curatorial team and others to support the sale of artist editions
- Maintain detailed records of edition sales and inventory
- Handle edition sales in person and online with meticulous attention to detail
- Pack and ship artist editions with appropriate care and professionalism
- Cultivate relationships with collectors and regular customers

Financial Administration

- Process sales transactions accurately and maintain daily cash handling procedures
- Reconcile till at the end of each day

- Process invoices and maintain financial records in line with established procedures
- Contribute to retail budget planning and monitoring
- Analyse sales data to identify trends and opportunities for growth
- Produce regular sales reports for the Head of Commercial

General Responsibilities

- Embody Turner Contemporary's values of inclusivity, creativity, and accessibility
- Participate in staff meetings and contribute to wider organisational discussions
- Support special events, including exhibition openings, book launches, and promotional activities
- Maintain awareness of health and safety regulations and ensure compliance
- Undertake additional responsibilities as required to support the successful operation of Turner Contemporary Enterprises

Selection Criteria:

Criteria:	Essential:	Desirable:
Qualifications: <ul style="list-style-type: none"> • First Aid • Drivers License 		x x
Work Experience: <ul style="list-style-type: none"> • Proven ability to oversee daily retail functions in a cultural or visitor-facing environment. 	x	
<ul style="list-style-type: none"> • Experience maintaining a well merchandised and welcoming space that aligns with an organisation's vision. 	x	
<ul style="list-style-type: none"> • Experience in training, supervising and motivating 	x	

<p>front-of-house or retail teams to ensure staff adhere to standard operating procedure, deliver satisfactory customer service and product knowledge.</p> <ul style="list-style-type: none"> • Management of online retail platforms such as Shopify, including maintaining product listings, processing orders and coordinating packaging/shipment • Knowledge and experience in handling Artist Editions • Experience working in a cultural environment such as the Turner. • Understanding of retail strategy and commercial operations 	<p>x</p>	<p>x</p>
<p>Skills:</p> <ul style="list-style-type: none"> • Strong leadership and team supervision skills, with experience of training, supervising and motivating front-of-house staff. 	<p>x</p>	
<ul style="list-style-type: none"> • Competency with 	<p>x</p>	

<p>basic finance and administration tasks such as invoice processing, sales analysis, maintaining records and daily cash reconciliation.</p> <ul style="list-style-type: none">• Excellent communication and customer service skills• Ability to handle challenging customer situations calmly and professionally. <p>Personal Qualities:</p> <ul style="list-style-type: none">• Professional and positive attitude• Reliable and punctual• Proactive and willing to learn• Highly adaptive with the willingness to work some evenings and weekends when required.	<p>x</p> <p>x</p> <p>x</p> <p>x</p>	
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