

Turner Contemporary – Retail & Welcome Assistant

Job Description

Job Title: Retail & Welcome Assistant

Contract Type: Fixed-Term

Department: Commercial

Reports to: Visitor Engagement Manager

Hours of work: 12 hours per week, weekend working required

Salary: £13.45 per hour

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

Deadline: 10 am on Thursday

Retail & Welcome Assistants are central in delivering the gallery's mission and values. Through providing exceptional standards of visitor experience, you will ensure all visitors are warmly welcomed, encouraged to learn about and engage with our exhibitions, and have a safe and enjoyable visit, working proactively to increase the number and diversity of our visitors.

Retail & Welcome Assistants support the operation of the gallery's retail space and commercial activity, helping to ensure the sustainable future of Turner Contemporary. They welcome and support visitors, encourage charitable donations, promote the commercial offer of the gallery and support the delivery of learning activities.

The ideal candidate will have an interest in contemporary art and previous experience working within a public access building or working with members of the public. Retail & Welcome Assistants are committed to learning about Turner Contemporary's Programme.

Regular training will be provided to enable staff to undertake this role.

The gallery is open and therefore requires working during peak holiday times including weekends and Bank Holidays. Work for events and functions may be out of hours or offsite, including weekends and Bank Holidays.

Turner Contemporary
Rendezvous
Margate
Kent CT9 1HG

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turnercontemporary.org

Key tasks and responsibilities:

Retail Duties

- Ensure that the shop is ready, stocked and presentable for opening to the public each day.
- With the training and support provided, stay up to date on available stock in the shop to provide excellent customer service.
- Ensure all deliveries are checked and processed in line with Retail procedures.
- Ensure all products are priced and stored correctly.
- Monitor and process online shop sales ready for delivery.
- Respond to customer emails in a timely and efficient manner.
- Assist in stock management by accurately processing transactions and completing regular stock takes.
- Confidently handle all forms of payments and ensure best practice, reconcile daily sales accurately.
- Provide information for customers buying limited editions. Promote limited editions as an accessible way to own art and support exhibitions.
- Promote online sales and assist in growing the online mailing list.
- Have a good understanding of and ensure that relevant policies including Health and Safety, Child Protection, Equality and Diversity and Manual Handling are adhered to. Address any safety concerns and risks for staff or visitors in an efficient and appropriate manner.
- Undertake any other duties as reasonably directed.

Visitor Experience

- Actively welcome visitors to the gallery, including orientation of the building and public spaces as well as an outline of the current and future programme.
- Actively encourage visitors to donate and gift aid, promoting tickets to workshops, performances and events, and supporting online and instore shop sales and café visits.
- Have an up-to-date knowledge of the gallery's programme to further deepen visitors' engagement and maintain high levels of visitor satisfaction.
- Act as an advocate for Turner Contemporary's values and mission as well as the gallery's role in local regeneration and

be knowledgeable about other Margate attractions, events and projects.

- Respond confidently to all customer enquiries, comments and complaints and be able to handle these effectively, passing them on to other members of the team where required.
- Participate in data capture and analysis in line with the needs of the organisation.
- Regularly monitor the condition and cleanliness of front of house facilities, taking corrective action and/or reporting issues, as appropriate.
- Support the delivery of commercial and public events.
- Discretely and sensitively safeguard the security of visitors, colleagues and gallery assets, responding to heightened security measures, including bag searching.
- In emergency situations help to direct the evacuation of the galleries and public spaces in accordance with set procedures and contact the emergency services when appropriate.
- Where in possession of a First Aid certificate, act as a first responder in first aid emergencies, ensuring the designated duty first aider is alerted immediately. Report any Health & Safety concerns or near misses to the appropriate person.

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

Person Specification:	Essential	Desirable
<p>Qualifications:</p> <ul style="list-style-type: none"> — Qualification relating to the arts, tourism or retail — First Aid certificate — Accredited visitor service training 		<p style="text-align: center;">Y Y Y</p>
<p>Skills:</p> <ul style="list-style-type: none"> — Excellent communication skills and ability to engage with a diverse range of people — Willingness and ability to learn and retain new information — Ability to think creatively and work within a team to solve problems — Fluent in another language — Experience of using tills, cash-handling and booking systems — Good organisational skills 	<p style="text-align: center;">Y Y Y</p>	<p style="text-align: center;"> Y Y Y</p>
<p>Work Experience:</p> <ul style="list-style-type: none"> — Experience in a customer-facing role where: <ul style="list-style-type: none"> ○ Engaging customers in meaningful exchanges are key ○ You have sold or promoted products or events — First Aid Experience — Health & Safety Experience — Manual Handling experience — Experience of dealing with challenging customer behaviour 	<p style="text-align: center;">Y</p>	<p style="text-align: center;"> Y Y Y Y</p>
<p>Behaviours and Characteristics:</p> <ul style="list-style-type: none"> — Positive, proactive and can-do approach to the visitor experience and the overall objectives of Turner Contemporary — Passionate and welcoming approach to all visitors in line with Turner Contemporary's Equality and Diversity Policy — Places the visitor at the heart of everything, engages, listens and responds, giving exemplary service — Punctual with a flexible approach to working hours — Ability to work effectively within a team, to self-motivate and use initiative when working alone — Trustworthy and committed with a strong sense of responsibility — Interest in the visual arts and understanding of the mission and values of Turner Contemporary — Open minded and welcoming, with wide understanding of diversity 	<p style="text-align: center;">Y Y Y Y Y Y Y</p>	

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