

Retail Assistant



*In 2017, **The Postal Museum** opened a new heritage attraction in Central London, with two experiences in one. Alongside the story of British social and communications history, we offer a subterranean ride on the old Post Office Underground Railway – **Mail Rail**. This museum and attraction enable us to showcase the extraordinary stories from five centuries of one of the country's most iconic services, grow our educational charity work and fundamentally change the way the organisation engages with its audiences. The Postal Museum welcomes over 180,000 visitors a year, along with a further 400,000 through our public events programme, digital and outreach offers. The Postal Museum represents a significant addition to London's cultural landscape.*

Based: Central London

Salary: £18,564 per annum

Reports to: Retail Manager

Contract: Full-time, permanent

Start date: December 2018

PURPOSE OF THE JOB

To optimise sales and profitability of the retail offer at The Postal Museum through well organised stock management and administration. You will be responsible for ensuring stock is ordered, the shop floors are fully stocked, and the stock management system is up-to-date.

PERSON SPECIFICATION

EXPERIENCE

(Essential criteria)

- Proven administration experience within an office environment
- Experience of using databases and data input
- Experience of working within a small team
- Experience of electronic systems

(Desirable criteria)

- Experience of processing invoices and payments
- An interest in a career in retail

SKILLS/KNOWLEDGE**(Essential criteria)**

- Highly organised with the ability to multi-task
- Strong customer service skills
- Ability to prioritise and manage own workload
- Good written and verbal communication skills
- Good Microsoft office skills, including excel and outlook

PERSON

- Flexible, positive attitude and ability to work on own initiative
 - Process driven and works methodically
 - Good attention to detail
 - Collaborative approach to problem solving
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JOB DESCRIPTION**Key Responsibilities and Duties****STOCK AND SHOP FLOOR DUTIES**

- Replenish shop floor on a daily basis, ensuring products are well presented, packaging is available and display materials are utilised
- Bring deliveries up to stock room and check off against paperwork, making a note of any discrepancies for Retail Manager
- Price all stock accurately
- Ensure stock room is tidy and organised at all times, storing product and display materials safely
- Undertake line checks and assist with stock takes

STOCK SYSTEM ADMINISTRATION

- Raise purchase orders for stock ordering as directed by Retail Manager
- Process all deliveries accurately
- Keep stock management system up to date, ensuring stock levels, item descriptions and prices are accurate
- Process shrinkage

GENERAL ADMINISTRATION

- Collate retail reports ready for analysis as directed by Retail Manager
- Be first point of contact for retail back of house enquiries via phone and email

- Liaise with suppliers regarding stock ordering and paperwork
- Process all paperwork for stock ordering and deliveries
- Process invoices and other financial paperwork ready for finance team to pay
- Create shop floor point of sale signage, order props and display materials as required
- Create and upload content for online shop
- Fulfil online shop orders

Lifting and unpacking boxes and moving stock between the second floor and the ground floor will be required on a regular basis, in accordance with The Postal Museum health and safety procedures. Manual handling training will be given to the successful candidate.

The postholder is expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on manual handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

WORKING HOURS

The working hours shall be 35 per week, exclusive of meal breaks. These are usually flexible across the week and will be agreed in advance with the line manager, in line with The Postal Museum's policies. Some out of hours working will be required for this role and this will be notified in advance. Time off in lieu will be awarded in line with The Postal Museum's policy. Variations of the hours can be made at the discretion of the line manager.

TO APPLY: Please send your completed application form and equal opportunities monitoring form to hr@postalmuseum.org

CLOSING DATE: 5 November 2018, 9am

INTERVIEWS: tbc