



Job Description:

Job Title	Commercial Coordinator
Department	Fashion and Textile Museum
Reports to	Public Programmes and Operations Manager
Grade & Scale	Business Support 5 Scale Point 22
Salary	£28,282 per annum
Contract	1-Year Fixed Term, 5-days per week, Tuesday to Saturdays
Location	Fashion and Textile Museum

Our Vision & Values

*“To develop the skills, confidence and qualifications for local people to lead rich lives and build great careers.”*



**College Values**

- A** **Ambitious** – We are highly ambitious for our students and staff with a relentless drive for excellence in everything we do.
- S** **Successful** – We build resilience and determination to achieve great results, celebrating individual and collective success.
- P** **Professional** – We foster high levels of professional standards, with an emphasis on integrity and accountability.
- I** **Innovative** – We strive to be at the forefront of innovation for education, skills and employment.
- R** **Respectful** – We celebrate our inclusive and diverse culture, valuing our students, staff and stakeholders.
- E** **Engaging** – We are committed to developing partnerships, listening to students, staff and employers to inform our decision making.

Equality of Opportunity

The college has a strong commitment to working towards the implementation of equality of opportunity in both service delivery and employment. The College's mission and strategic objectives directly support this aim. All employees are required to actively support the development, dissemination and implementation of this aim and related policies and programmes.

Safeguarding of Children and Vulnerable Adults

The College is committed to safeguarding and promotes the welfare of all learners and expects its staff to share this commitment. In addition, they will also state that the College is committed to safeguarding and promotes the welfare of all learners and expects its staff to share this



commitment. All posts in the College are subject to an Enhanced DBS check and barred person's list check.

### Job Purpose

To provide support to the commercial and operations team at the Fashion and Textile Museum by coordinating the administration and logistics of commercial activities with a particular focus on back and front of house retail activities.

This role has both back of and front of house visitor service elements, supporting the day to day running of the Museum, training and supporting volunteers, customer service, and acts as Duty Manager where appropriate.

### Key duties and responsibilities of the post

The person appointed to this operational post will be required to work flexibly within a team environment.

The Museum is open to the public Tuesday to Saturday 11am-6pm during exhibitions. The Museum is also available for events, venue hire, workshops, and other activities. It is envisaged the post holder will work 10am-6.15pm, 5 days a week Tuesday to Saturday but the demands of the Museum diary require flexibility to ensure business needs are met, including working the occasional bank and public holiday, early morning, evening, Monday, or Sunday.

#### Retail

- To assist in the development, procurement, merchandising, stock control and promotion of retail product
- Manage day-to-day contact with suppliers regarding product orders, prices, samples and quality control, as directed by the Head of Commercial and Operations
- Assist with Purchase Order and invoice administration
- Work closely with the Head of Commercial and Operations in developing and delivering core, exhibition led and seasonal ranges, across a range of categories
- Create mood/reference boards and attend trade shows as required
- Manage the delivery, unpacking and storage of stock, ensuring that pricing and quantities are correct, stock is stored safely, and packaging is recycled as appropriate



- Merchandise and tidy the shop daily, adhering to visual merchandising standards and optimum stock levels
- Update the online shop with new products, images and information
- Supervise and assist with the packing and administration of online and phone shop orders
- Supervise and participate in the end of exhibition stock checks and the return of any sale or return stock
- To be aware of sales performance and KPI's (Key Performance Indicators) for the business
- Review sales weekly and suggest solutions to for better performance
- Take ownership for the weekly sales report
- Update the retail handbook with product information as needed
- Train staff and volunteers on retail product information

#### Visitor Services:

- To always ensure excellent customer service, providing a professional and friendly visitor experience in person, online and over the phone
- Cover the Front of House and shop tills, greeting visitors, selling tickets and product, and answering the phones during lunch hours as and when required
- Prepare rooms, equipment and administration for courses and workshops with the support of the Museum team
- Prepare rooms, equipment and administration for venue hire with the support of the Museum team
- Undertake other duties commensurate with the level of responsibility and expertise as may be required
- When required, cash up daily sales at the end of the day, following cash handling and till procedures and ensure other staff and volunteers adhere to the Museum cash handling guidelines



- Always adhere to Health and Safety objectives and report any H&S instances to the Public Programmes and Operations Manager.
- As Duty manager ensure the Museum is ready at opening, give morning volunteer briefings, sign off end of day cashing up and lock up the building in tandem with the Museum Assistant, and/or Front of House Coordinator, Communications, Marketing and Press Officer.



Person specification:		
	Essential Criteria	Desirable Criteria
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSEs at A*- C including English and Maths or equivalent qualifications.</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in fashion and textiles or heritage/museum subjects.</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrable previous experience in working on retail shop floor</li> <li>• Experience of online retail platforms, uploading product and information and organising packaging and delivery</li> <li>• Experience of and visual merchandising and unpacking and storing of stock</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of supervising retail and commercial activity with a museum environment</li> <li>• Entry level experience and understanding of retail buying, working with and negotiating with suppliers</li> <li>• Experience of working with volunteers</li> <li>• Experience of acting as Duty manager in a museum or retail setting</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent organisational and time-keeping skills and ability to respond calmly and quickly under pressure</li> <li>• Provision of excellent customer service</li> <li>• Computer skills – High levels of Microsoft Office skills, particularly Excel – filters and formulas</li> <li>• Excellent written and verbal communication skills</li> <li>• High level of numerical and analytical skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of Banking and cash handling at a supervisory level</li> </ul>
<b>Aptitude</b>	<ul style="list-style-type: none"> <li>• Customer focussed, always considering the needs of the Museum visitor first</li> <li>• Ability to act on own initiative and be self-motivated</li> </ul>	



	<ul style="list-style-type: none"><li>• A high level of personal drive &amp; commitment</li></ul>	
<b>Safeguarding Children, Young People and Vulnerable Adults</b>	<ul style="list-style-type: none"><li>• Fully understands their role in the context of safeguarding children, young people and vulnerable adults</li><li>• Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults</li><li>• adults</li></ul>	
<b>Equal Opportunities</b>		<ul style="list-style-type: none"><li>• An understanding of Equal Opportunities</li></ul>