

STUDIO VOLTAIRE

Casual Retail Sales Assistant (House of Voltaire) Studio Voltaire, London

Job Description

Employer:	Studio Voltaire Ltd
Job Title:	Sales Assistant (House of Voltaire)
Responsible to:	Retail Manager (House of Voltaire)
Responsible For:	N/A
Pay scale:	£10.85 per hour (LLW)
Contract:	3 month fixed term (potentially renewable)
Probation period:	1 month
Notice period:	1 month (probation notice period is 2 weeks)

Conditions of work

Casual hours with shifts available from a minimum of 6 up to and including 32 hours a week (depending on availability)

Must be available to start immediately and throughout the Christmas and New Year period

Must be available for training week (4th-7th October 2021)

Evening and weekend working will be required for opening week events (11th-15th October 2021)

Place of employment

Studio Voltaire, 1a Nelsons Row, London SW4 7JR
Occasional support offsite

About House of Voltaire

House of Voltaire commissions and sells unique artworks, limited edition works and specially commissioned homewares, clothing and accessories by leading and emerging contemporary artists and designers. Every work sold through House of Voltaire directly supports Studio Voltaire's artistic and community programmes.

Drawing inspiration from influential artist's shops including Keith Haring's Pop Shop and the Bloomsbury Group's Omega Workshop, House of Voltaire redefines the way in which our global

audience engages with and purchases art and design.

To date, House of Voltaire has been a temporary store in Mayfair every two years, with an all-year round presence online. Special international presentations have occurred in interim years, including House of Voltaire Miami and House of Voltaire Melbourne. More recently, House of Voltaire has launched special solo projects with artists including Jeremy Deller and John Booth.

The Studio Voltaire Capital Project will establish the first-ever permanent House of Voltaire, opening up a wealth of new opportunities for year-round collaborations and events.

About Studio Voltaire

Studio Voltaire plays a unique role in the UK arts ecology by supporting diverse artistic talent to take risks and realise ambition. We work with artists at a pivotal stage in their career particularly with emerging and under-represented practices. Our commissioning supports the realisation of art works that might not be possible within commercial and larger institutional frameworks, commissioning artists to produce ambitious projects on their own terms. We contribute to the cultural landscape on a national level by programming touring exhibitions and offsite projects both nationally and internationally, reaching an audience of 250,000 annually.

Our support for artists is longitudinal. We are unique in our work with artists as a not-for-profit organisation in that we sometimes retain an on-going relationship with artists, exhibiting and working with them on multiple occasions and across different strands of our programme. Our support includes commissioning, exhibiting, publishing, professional development and advice, project development, production support, studio visits, residencies and peer networking.

Studio Voltaire is currently undertaking a transformative £2.8 million capital project, to create more artists' studios, renovated exhibition space and new public spaces, including a dedicated learning and events space, public garden, café and the first-ever permanent House of Voltaire. This timely and transformative redevelopment will be the most ambitious transition in our 26-year history. As a result, we will be able to significantly increase the amount of support we can offer artists through new and expanded programming, and greater resources.

Studio Voltaire is a registered charity and part of Arts Council England's National Portfolio. Our exhibition, participation and events programmes are fundraised for in their entirety through the patronage of individuals, trusts and foundations, cultural foundations, public funding and sponsorship.

About the role

The Retail Sales Assistant (House of Voltaire) is an exciting, newly configured role that will support both the newly appointed Retail Manager and Head of House of Voltaire with the delivery of the first permanent House of Voltaire, following Studio Voltaire's transformative £2.8 million capital project.

You will play a key role in leading the day-to-day running of House of Voltaire. Drawing from our reputation as industry leaders, you will provide a warm and engaged sales environment with excellent customer care, whether in-store, online or over the telephone.

Supporting the Retail Manager to reach our income and sales targets, you will be sales-driven and instrumental in the retailing of our bespoke artist editions and merchandise helping to raise key funds to support Studio Voltaire's programmes. House of Voltaire provides an important commissioning platform introducing emerging practices alongside more established figures. You will be responsible for maintaining a refreshed in store experience, and have sound and engaging knowledge of both the House of Voltaire inventory as well as the wider Studio Voltaire programmes and activities.

As an integral role in an exciting and ambitious time in Studio Voltaire's history, you will be a pivotal and instrumental member of the team, with real opportunities to develop and grow as we expand our House of Voltaire offer.

Principal duties and responsibilities

In Store

- Proactively engage customers and encourage sales through a warm and informed customer care approach
- Assisting with customer service enquiries in-store alongside an awareness of our online offering
- Ensure the House of Voltaire in store environment is presented to a high standard at all times with high impact visual merchandising and informative branded points of sale
- Process transactions and collections following our luxury gift wrapping standards
- Ensure all sales are processed following the correct inventory procedures and maintain stock levels.
- Follow all cash handling and banking procedures ensuring a high level of attention to detail is maintained at all times.
- Replenish stock as required and notifying the Retail Manager of low stock levels on the shop floor.
- Establish and maintain good relations with the visiting public, members, suppliers, artists, staff and all other visitors.

Online

- Assist in packing and despatching orders when needed, following correct standards of packaging and brand guidance
- Maintain clear, ordered and functional warehouse and storage spaces

Other

- Assist with House of Voltaire events when required
- Follow the correct opening and closing procedures, ensuring all security and financial policies are followed and maintained.
- Undertake other duties as when may be required to ensure the smooth running of House of Voltaire and Studio Voltaire's activities.

Person specification

We are keen to ensure that our team is diverse to benefit from a wide range of backgrounds, perspectives and styles of thinking and working.

We strongly welcome applications from people who have been typically excluded from contemporary art including people with African, Asian, Middle Eastern, Latin American and Caribbean-heritage, those who are facing barriers due to difficult socioeconomic circumstances, disabled people and those who identify as Lesbian, Gay, Bisexual, Transgender, Queer or Intersex.

Essential skills and attributes

- At least one years' experience in a similar retail/sales role or demonstrable transferable experience
- Excellent communication skills and high level of customer service experience
- High attention to detail
- Excellent cash handling and banking skills
- A flexible self-motivated approach to working and experience of multi-tasking, as well as an ability to prioritise and plan
- Excellent IT skills, particularly in EPOS till systems
- An energetic, highly motivated, and enthusiastic team player

Desired Skills

- Demonstrable and informed interest in contemporary art, design and/or visual culture
- Visual Merchandising Skills