 **JOB DESCRIPTION**

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| **Job Title:** | Retail Coordinator |
| **Grade:** | 3 |
| **Responsible to:** | Operations Manager, Salford Museum & Art Gallery |
| **Location:** | SMAG and Ordsall Hall |
| **Responsible for:** | Volunteers / work placements (as and when required) |
| **Hours of Duty:** | 14h/week over 2 days |

# Purpose and Objectives of Post:

To take responsibility for the coordination and delivery of retail activity at Salford Museums & Galleries, including shops at Ordsall Hall and Salford Museum & Art Gallery.

# Main Duties and Responsibilities:

1. To deliver the existing retail operation within Salford Museums & Galleries, including on-site at Salford Museum and Art Gallery and Ordsall Hall, and online.
2. To lead on buying and bespoke product development in collaboration with exhibitions, learning and collections colleagues, within an agreed branding framework.

1. To work as part of the wider team to contribute to income generation for Salford Museums & Galleries.

1. To ensure museum shops are always well-stocked and presented to a high standard to maximise sales
2. To maintain accurate records, manage stock takes and work within a budget, reporting agreed KPIs to senior managers
3. To monitor sales data and trends to inform buying and development of retail offer

1. To work closely with Front of House and Operational teams to support and develop the retail offer and its delivery.
2. To collaborate with SCL colleagues to market and promote the retail offer through digital and print channels.

1. To oversee collections licensing, print on demand and ecommerce opportunities via Art UK.

1. To conduct the annual retail stocktakes across Salford Museums & Galleries and complete the return as part of the year-end finance procedures.

13 To work collaboratively with colleagues and the Business Support Officer to support sales through temporary exhibitions and By Hand

1. To manage any budget associated with the post
2. To ensure the retail offer, associated spaces and transactions are managed and delivered safely
3. To ensure Salford Museums & Galleries retail outlets are managed in as sustainable and environmentally-friendly way as possible, supporting local suppliers and makers wherever possible
4. You may be required to work early morning, evening and weekends for which you will be recompensed for if you are asked to work additional hours.

**Corporate Responsibilities**

1. To consistently demonstrate, encourage and recognise the SCL behaviours: Professional, Respectful Knowledgeable, Passionate and Solutions Driven.

1. To ensure that customer care is the major priority for service provision.

1. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.

1. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services

1. SCL expects all its employees to have a full commitment to the SCL’s Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.

1. To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner

1. To act at all times with due regard to Salford Community Leisure’s Health and Safety Policies and related Codes of Practice

# Review Arrangements

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

**Date, Job, & Description Prepared/Revised: January 2025**

**Prepared by: Jo Byrne/Ceri Horrocks**

**Agree by Post holder:**