**Buying & Retail Manager**

**Location** 12-14 Lincoln’s Inn Fields, London WC2A

**Responsible for**  Retail Supervisor, Guidebook Sellers

**Reports to** Director of Commercial & Operations

**Salary** £30,000 p.a

**Hours & Holiday** 35 hours a week over 5 days including 1 weekend dayevery three weeks.

26.5 days plus bank holidays or time in lieu

**The role**

The Buying and Retail Manager role heads up all our retail activity and is responsible for a Retail Supervisor and Guidebook Sellers who work in the shop and entrance to the Museum, and our rapidly growing online sales.

We are looking for a person who has proven experience in handling all the aspects of managing and operating a small retail business from stock management, replenishment, merchandising and invoicing through to the creative side of product development and visual merchandising.

**History of the Museum**

The historic house, museum and library of Sir John Soane is at 13 Lincoln’s Inn Fields in the heart of London. At Soane’s request, the house has been left untouched since his death – over 180 years ago.

It’s an intimate, atmospheric place, designed by Soane himself, and filled with his eccentric collection of furniture, sculptures, famous artworks, and artefacts.

In July 2012, the first phase of a major restoration project at Sir John Soane’s Museum culminated in the opening of a new gallery space and Soane Shop. At the same time Soane Museum Enterprises (SME) was established as the trading arm of Sir John Soane’s Museum.

The Enterprises team is responsible for all commercial trading income from our online and Museum Shop, venue hire to image rights, licensing, and publications.

Our shop, a beautifully restored regency style space, is the last room our visitors pass through before leaving the Museum, and how much our visitors spend in our shop is a direct reflection of how much (or little) they have enjoyed their visit to the Museum.

We have a strong network of colleagues and mentors from the cultural and commercial sector who we work with to help validate and benchmark our activity.

The Buying and Retail Manager is responsible for continuing to develop our retail business ensuring we grow our average visitor spend and transaction value both in the shop and online through great exclusive products which are desirable to our visitors, excellent visual merchandising and marketing and having a firm hand on managing margins.

**Key responsibilities**

* Buying of stock and developing new product lines. This will involve liaising with existing suppliers and attending UK based Trade Fairs to identify new products and suppliers to source new products at the right price that are relevant to Soane Shop visitors.
* Overseeing the design, development and production of the Soane Museum branded merchandise and packaging.
* Developing ranges and sourcing off the shelf stock to accompany exhibitions and ranges where appropriate.
* Involvement in the Publishing Committee, which is responsible for the publishing arrangements for self- published guidebooks, exhibition catalogues and other books including costs, pricing, delivery and distribution arrangements, storage, and stock control.
* Maintaining stock levels, ordering stock, setting prices, pricing stock.
* Managing and maintaining the computerised stock system daily - processing all orders, deliveries and purchases and overseeing the Retail Supervisor who assists in these processes.
* Working closely with the Retail Assistants to ensure the shop is fully stocked at all times, analysing each week sales and putting proactive weekly plans in place to maintain income through re-pricing and re-merchandising.
* Working closely with the Retail Supervisor to ensure overall shop appearance and housekeeping standards are maintained.
* Analysis of shop figures to show sales, profits, and performance against Key Performance Indicators, reporting weekly to the Director of Commercial and Operations and quarterly to the SME board.
* Organising annual stocktake and regular stock checks.
* Managing the online shop, uploading new products, pricing, offers and marketing promotions to ensure we meet the growth targets. Dealing with customer enquiries and working with colleagues to ensure smooth fulfilment of online orders.
* Developing the Retail Supervisor to take on appropriate aspects of the role and to provide cover for absences.
* Working closely with Museum and SME colleagues to identify opportunities for Soane Lates events, brand licensing opportunities and other revenue generating initiatives.

**Person specification**

*Essential attributes*

* Buying and sourcing experience within a retail environment.
* Some proven experience in developing commercially successful product lines.
* The ability to forge good working relationships with suppliers.
* Proactive, adept at problem solving and achieving objectives.
* A customer focussed ethos.
* Good financial management skills and accurate record keeping.
* IT literacy (MS Office) and understanding of computerised stock systems.
* Excellent organisation, prioritisation, and time management skills.
* Exceptional interpersonal and communication skills, verbal and written.
* Can demonstrate a naturally creative flair and attention to detail.
* Be able to multi-task and work under pressure.

*Desirable attributes*

* Interest in historic houses and Museums

If you are interested in applying for this role, please email your CV to [recruitment@soane.org.uk](mailto:recruitment@soane.org.uk).

with a covering letter detailing how your skills and experience meet the person specification.

Please include the details of 2 referees.

Closing date for applications: **Monday 20 February 2023**.

Interviews : **Friday 3 March 2023.**

Sir John Soane’s Museum is an equal opportunities employer committed to equality, diversity and inclusion and welcomes applications from all backgrounds.