



SIR JOHN  
SOANE'S  
MUSEUM  
LONDON

13 LINCOLN'S INN FIELDS  
LONDON WC2A 3BP

TELEPHONE: +44 (0)20 7405 2107  
EMAIL: [admin@soane.org.uk](mailto:admin@soane.org.uk) [www.soane.org](http://www.soane.org)  
REG CHARITY NO: 313609

## **Job Description: Buying & Retail Manager**

### **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 – almost 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 Soane Shop*, venue hire and corporate membership to 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.

The Buying and Retail Manager role heads up all our retail activity and is responsible for Retail Assistants and Guide Book 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 replenishment, merchandising and invoicing through to the creative side of product development and visual merchandising.

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 the margin.



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### **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 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 on a daily basis - processing all orders, deliveries and purchases and overseeing the Retail Assistants who assist 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 Assistant 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 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 Assistants 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



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**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

<b>Location</b>	12-14 Lincoln's Inn Fields, London WC2A
<b>Responsible for</b>	Retail Assistants, Guidebook Sellers
<b>Reports to</b>	Director of Commercial & Operations
<b>Salary</b>	Up to £28,000 p/a plus performance related bonus.
<b>Hours</b>	35 hours a week over 5 days including 1 weekend day
<b>Holiday</b>	26.5 days plus bank holidays or time in lieu

**Application Process**

If you are interested in applying for this role please email your CV with covering letter detailing why you are a good fit for the role to [recruitment@soane.org.uk](mailto:recruitment@soane.org.uk).

Deadline for applications is Monday 10 September at 12 Noon.

Interviews will be held on Thursday 20<sup>th</sup> September.