

Assistant Merchandiser
Commercial Operations Department
£23,000 plus attractive benefits

The Royal Academy of Arts is one of the UK's foremost arts institutions, famous for its world class exhibitions including *The Real Van Gogh*, *Anish Kapoor* and *David Hockney RA: A Bigger Picture*. Its purpose is to be a clear, strong voice for art and artists. Its public programme promotes the creation, study and enjoyment of art to a wide range of audiences through exhibitions, education and debate.

Accompanying the work of the Academy is an innovative multi-channel retail operation. The organisation operates a successful retail store, transactional website and mail order catalogue that enable visitors to buy a vast range of unique products to accompany their experience of eminent artists and architects.

An exciting opportunity has arisen for an ambitious individual to join our merchandising team. You will be responsible for supporting the Merchandiser with planning and analysis across the business. Key responsibilities will include sales and stock analysis, intake management from a diverse supply base, updating the WSSI, managing a Merchandise Administration Assistant and liaising with the store, warehouse and suppliers.

You must have strong numerical, analytical and IT skills, be accustomed to working in a fast-paced environment, and have a strong sense of commercial awareness. You will possess excellent communication skills, in order to build effective working relationships with internal colleagues and external suppliers. With a minimum of 12 months' retail merchandising experience, you should now be seeking a new and challenging role and this position will allow you to grow your career within a close-knit team. Previous experience of arts/heritage retailing would be advantageous, along with a demonstrable interest in the visual arts.

To apply for this position, please send your CV with a covering letter, detailing how you feel you meet the criteria, along with your current salary and expectations, to recruitment@royalacademy.org.uk.

Candidates who meet our criteria will be interviewed immediately.

JOB DESCRIPTION

JOB: Assistant Merchandiser
DEPARTMENT: Commercial Operations
REPORTS TO: Merchandiser

MAIN OBJECTIVES

Manage and analyse stock for designated areas, data maintenance, direct invoice processing and assist the Merchandiser as required.

MAIN DUTIES

Merchandise Planning, Analysis and Range Management.

1. Update OTB on a weekly basis and monitor performance to plan
2. In conjunction with the Merchandiser, Buying and Ecommerce Teams monitor SKU numbers within departments and oversee the updating of the product information range sheets by the MAA
3. Provide end of exhibition summary
4. Provide data analysis for range reviews and other ad hoc projects
5. Present range review analysis on designated areas and participate in product discussions
6. Maintain awareness of performance by continuity and exhibition ranges against targets
7. Participate in shop layout plans with the Merchandiser
8. Collation and Communication of Actions from Range Review meetings to wider team
9. Summarise and monitor promotional pricing activity as required
10. Books:
 - i. Support the Book Buyer in identifying new titles for inclusion in the range
 - ii. Identify poor selling titles for deletion/replacement
 - iii. In conjunction with the Book Buyer plan the introduction of new titles and the phasing out of discontinued titles. Notify the shop management team on action taken
 - iv. Plan initial order quantities for all new titles and action orders
 - v. Maintain a tight returns policy
 - vi. Production and use of new analysis reports by attribute as directed by Merchandiser, to guide recommendations on range management

Stock Ordering

1. Analyse the SKU report each week for Continuity and current exhibitions (ad hoc) and suggest re-orders
2. Balance stock requirements across all channels (on site stores, off site stores, mail order, ecommerce)

3. Supervise raising of all agreed re-orders on the system as directed by the Merchandiser/Head of Commercial Operations
4. Direct the chasing of Suppliers re deliveries and to cancel orders/balances where appropriate, by the MAA
5. Manage stock levels of packaging through dialogue with Warehouse Manager/Retail Shops Manager.

Systems

1. Monitor the accuracy of warehouse stock receipting and investigate discrepancies
2. Supervise all transfers between the Shop, Warehouse and external distribution agencies
3. Supervise all stock adjustments
4. Call off SKU and Summary reports as required
5. Input stocktake results and assist in identifying variances
6. Liaise with software supplier's helpdesk regarding systems problems

Invoicing

1. Supervise Merchandise Admin Assistant to ensure deadlines are met for passing invoices, matching invoices to delivery notes, coding invoices, dealing with supplier queries and liaising with the Finance department on payment of invoices
2. Liaise with Learning department regarding Education Guide invoicing
3. Supervise Work in Progress movements and reporting by MAA

Sales Floor

1. Liaise with the Retail Shops team, Warehouse and Suppliers on designated areas regarding stock availability, discontinued lines and delivery information
2. Initiate and manage stock counts on the shop floor and in the warehouse where necessary
3. Monitor and maintain Postcard and Greetings Card planograms and liaise with Supplier and shop on availability etc.
4. Participate in Weekly Shop Walk, guiding layouts based on stock availability as directed by the Merchandiser

Ecommerce

1. Ensure all product descriptions in NAV is written in a customer friendly way
2. Keep the Ecommerce team aware of any stock issues
3. Assist the Ecommerce team when requested

Filing

1. Supervise record keeping of all actions on the inventory control system e.g. adjustments, transfers

2. Direct archiving by MAA as and when required.

Deputise

1. Deputise for the Merchandiser
2. Provide training for Merchandise Administration Assistant.

General

1. Assist in achieving the overall business objectives through participative teamwork in all other activities required of the merchandising and retail team.
2. To co-operate by assisting in any areas as directed by Senior Management.

PERSON SPECIFICATION

SKILLS

- High degree of numeracy and accuracy
- Commercial Awareness
- Excellent team player
- Ability to work under pressure and manage priorities to achieve deadlines
- Ability to assimilate detailed information quickly
- Ability and confidence to work on own initiative
- Good written and verbal communication
- High level of proficiency in Microsoft Excel

EXPERIENCE

- Minimum 12 months' experience in a Merchandise Assistant, Senior Allocator or similar role
- Experience of operating WSSI, OTB and margin
- Experience of producing sales reports, planning, forecasting and recommending courses of action
- Responsibility for raising orders, supplier liaison and monitoring deliveries
- Experience of computerised stock control and merchandising systems
- Experience of managing other, more junior, team members would be helpful.