

**Merchandise Administration Assistant
Commercial Operations
£20,000 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 who is looking to forge a career in Merchandising. Our Merchandising team is responsible for the management of the merchandise range and achieving business objectives through range planning, range trading, stock management, supply chain management and margin control.

You will be efficient, methodical and a strong administrator. Essential qualities required for this role include: strong organisational and IT skills (particularly MS Excel); a high level of numeracy, and excellent communication skills, in order to build effective working relationships with internal colleagues and external suppliers. You will be able to use your initiative and be prepared to work under pressure at times.

Previous experience in retail and/or merchandise administration is advantageous, along with a genuine interest in the arts.

To apply for this job, please send your CV and a covering letter to
recruitment@royalacademy.org.uk

Suitable candidates will be invited to interview within 10 days.

JOB DESCRIPTION

JOB TITLE:	Merchandise Administration Assistant
DEPARTMENT:	Commercial Operations
REPORTS TO:	Merchandiser

MAIN OBJECTIVE

The Merchandise Administration Assistant will support the Merchandising Team through effective supplier liaison, invoice processing and general administrative assistance.

MAIN DUTIES

1. Stock Management:

- Raise all agreed orders on the system as directed by the Merchandising and Buying Team
- Liaise with suppliers via telephone and email regarding orders and deliveries, reporting shortages or problems as appropriate
- Print and despatch barcode labels for all orders, as needed
- In conjunction with the Warehouse, arrange for despatch of packaging for all orders
- Chase Suppliers to ensure deliveries are on track for delivery to warehouse, ensuring that the Merchandiser and Assistant Merchandiser are made aware of any issues regarding stock availability, and particularly any delays to product delivery dates
- Run PO Outstanding report weekly to insure outstanding PO quantities and dates are correct, cancelling orders and balances after checking with the Merchandiser

2. Stock Control Systems:

- As directed, action all stock movements and transfers on the computerised stock control system and maintain accurate records of these
- Create SKU and Summary reports as required
- Under direction from the Merchandiser, maintain correct product attributes and prices on the stock control system
- Responsible for new product and Supplier creation on the stock control system and maintain the Reorder spreadsheet, Exhibition range sheet and product information files as directed by the Merchandiser

3. Publishing Management:

- Recording sales and stock figures on the Publishing Sales Tracker for 100+ Catalogues from sales reports of the external distributors Thames and Hudson and Abrams, for monthly Financial reporting
- Making adjustments on the NAV system according to new stock positions of T&H and Abrams

4. Invoicing:

- For all orders ensure deadlines are met for passing invoices: checking against delivery notes and coding before they are signed off for payment

- Under direction, deal with supplier queries and liaise with the Finance department to ensure timely payment of invoices
- Maintain Invoice Tracking spreadsheet for all delivered orders
- Identify accruals and prepayments for inclusion in end of month reporting
- Report on Work In Progress (WIP) for End of Month Reporting
- Compile and complete Add-Ons for End of Month Reporting

5. Administration:

- Keep accurate records of all actions on the inventory control system e.g. adjustments, transfers, outstanding orders and delivered orders
- Maintain Departmental records, ensuring that all documents are filed neatly and correctly
- Assist Buying Team with sample follow up, product information gathering and admin tasks as required
- Collect and distribute post/parcels as necessary

6. General:

- Provide back up support to the Mail Order Administrator for admin and filing
- Assist in achieving the overall business objectives through participative teamwork in all other activities required of the Merchandising team
- To co-operate by assisting in any areas as directed by Senior Management

PERSON SPECIFICATION

ESSENTIAL:

- Competence in Microsoft Word, Outlook and Excel
- Knowledge of retail computerised databases preferred, although training will be given
- High level of attention to detail, numeracy and accuracy
- Prior experience in invoice processing and maintaining filing systems required
- Ability to cope with, and prioritise a varied workload, meet deadlines and work under pressure in a very busy department
- Able to work unsupervised when required
- Good communication skills and ability to deal confidently and effectively with external and internal contacts
- Willingness to work flexible hours as necessary and to achieve deadlines
- Enthusiasm for and experience in retail