



Together, we make it V&A

V&A South Kensington  
Retail Shop Assistant



V&A

# Retail Shop Assistant

|                           |  |
|---------------------------|--|
| <b>Reports to</b>         | Retail Branch Managers, Assistant Branch Manager, Shop Supervisors   |
| <b>Department</b>         | Front of House   |
| <b>Line Management</b>    | N/A  |
| <b>Principal Location</b> | 100% onsite at South Kensington  |
| <b>Hours</b>              | Part-time/Full-time  |
| <b>Salary</b>             | London Living Wage: £13.15 (from 1 April, will be increased to £13.85)                                     |
| <b>Work pattern</b>       | All roles require weekend working. Some roles require evening working and ability to work across Mon - Sun |
| <b>Contract available</b> | A mixture of fixed-term and permanent roles  |





# Who we are

The V&A is a family of museums dedicated to the **power of creativity**. Our mission is to **champion design and creativity** in all its forms, advance cultural knowledge, and inspire makers, creators and innovators everywhere. We share a 5,000-year-old story of creativity through **exhibitions, events, educational programmes, digital experiences, conservation, research**, and an ever-evolving national collection of over 2.8m objects spanning **every creative discipline**.

The Commercial division is tasked with developing and delivering an ambitious strategy for sustainable commercial growth, as a fundamental part of the overall V&A experience and brand position.

Front of house Operations brings together the visitor facing teams of volunteers, gallery, welcome, shop and catering operations and is tasked with running day-to-day operations at South Kensington, onsite revenue generation across key museum touchpoints and delivering a seamless visitor experience for all.



# What will I be doing?

**On a day-to-day basis, you'll be working on your feet in the V&A retail spaces, in a busy and exciting public-facing environment.**


Retail Shop Assistants work within an enthusiastic and motivated team, showing a genuine passion for our museum and our products. Retail plays a significant part in a visitor's journey and is quite often the last touch point before they leave, making it even more important that you ensure they depart on a high note. No two days will be the same as you will inspire our visitors, listen to their needs, and use your in-depth product knowledge to suggest the perfect memento of their day.

You'll learn about great customer service, proactively engaging with and helping visitors from all over the UK and the world.

The role is primarily standing and involves light manual handling

Please email [talentandskills@vam.ac.uk](mailto:talentandskills@vam.ac.uk) if you have any further questions.

# About the role

1. To deliver exemplary customer service all of the time, ensuring a visitor first approach by placing them at the heart of what you do.
  2. To be knowledgeable of our brand, what it is and why it matters and to be able to communicate this with confidence.
  3. To understand and adhere to all procedural policies and standards required for the smooth daily operation of the branch.
  4. To play a role in the daily replenishment of stock, ensuring that procedures are correctly followed, and that stock is merchandised to the required standards.
  5. To ensure accurate and efficient operation of your till, ensuring company policies and procedures are always followed.
  6. To participate in daily and ad-hoc housekeeping, ensuring the highest standards of appearance are maintained.
  7. Develop and maintain a broad knowledge of the museum to be able to assist with visitor requests and directions, ultimately provide a positive, memorable, and tailored interaction at any and every point in their visit.
  8. Take pride in appearance and personal presentation as a representative of the V&A; this is reflected by punctuality, attendance, and commitment to the role.
  9. Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion, and diversity.
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# Why work here

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

We work closely with our **staff networks** to develop our employee experience.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

We are committed to a strict **zero tolerance policy on any discrimination, harassment or bullying.**

## **Disability Confident**

We are committed to guaranteeing an interview for applicants who declare they have a disability and meet the minimum criteria for the role.



# What we're looking for

- A proactive, approachable, visitor focused individual; a people person with a background in, or a passion for, delivering outstanding visitor experience in a customer service role.
- Confident to approach customers, offer assistance, ask questions, and build a rapport to deliver what they are looking for and more, offering upsells and add on sales where appropriate.
- Must be detail oriented, accurate in cash handling and able to confidently process transactions using an EPOS system, following training.
- Outstanding communication and interpersonal skills; an ability to interact positively with people, both staff and visitors alike.
- High level of emotional intelligence. Sincerity when dealing with visitors or members of the team and receptive to others' opinions.
- A reliable, punctual, and trustworthy team player who understands the importance of working as part of a large, dynamic team.
- Ability to operate with minimum supervision and able to adapt to new or changing situations. Must have a strong sense of responsibility and initiative in all tasks undertaken.
- A strong team player, with the ability to work closely with peers to achieve a common goal. A high level of diplomacy, able to act as an ambassador for the museum in a variety of situations.
- Experience of communicating clearly, with the ability to adapt your communication style for different groups.
- Understanding of how to have a flexible approach to work within a busy operational environment.
- Respects others' expertise, time, perspectives, and contribution.
- Takes responsibility for delivering on actions, achieving high-standards, and learning from mistakes.
- Open to change, new ideas and suggestions; looks for opportunities for improvement and self-development.
- Works with others outside their own department in a collaborative, understanding and engaging way.
- Shares our Values of Sustainability, Equity, Creativity, Collaboration & Generosity

# What we offer you

- **29** days of holiday + public holidays each year
- **5.5%** employee pension contribution, **10%** employer pension contribution (*post-probation*)
- Life assurance scheme (*to value of 4 x annual salary*)
- Family-friendly policies e.g. enhanced maternity + paid carers leave
- An interest-free loan for a travelcard, bike, or for a deposit if you're renting (*post-probation*)
- Free sanitary products for all employees across our sites
- Free entrance to many major museums and exhibitions
- Benefits platform offering discounts at major retailers
- Socials events, such as staff summer and Christmas parties
- An Employee Assistance Programme – free and confidential services to provide support
- Tickets to V&A exhibitions for you, your friends or family + 25% discount on V&A shops and cafes



# What next

**Apply here** [Vacancies at the V&A · V&A](#)

**Application Deadline** Thursday 20<sup>th</sup> March

We operate anonymous shortlisting at the V&A. This means that the manager cannot see your name, contact information, or equality data when shortlisting your application.

We are a Disability Confident Employer offering guaranteed interviews to those who declare their disability and meet the job criteria under the Disability Confident Scheme.

**Interview/Assessment days** Monday 24 & Tuesday 25 MArch

**Potential Start Date** to be confirmed

**Any Questions?**

Contact our Recruitment team at [careers@vam.ac.uk](mailto:careers@vam.ac.uk)



Thank you

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