

National Army Museum Trading Ltd (NAMTL)

Royal Hospital Road, Chelsea, London SW3 4HT

Enterprise Division

Post: Part-Time Merchandising Assistant

Post No: NAMTL 183

Reports to: Head of Retail and Admissions

Introduction

The National Army Museum (NAM) undertakes trading activities through its wholly owned subsidiary, National Army Museum Trading Limited (NAMTL).

Scope

This is a unique opportunity to join a dedicated and passionate team and assist NAMTL in all areas of Museum retail (both on and off-line), including stock control, forecasting and ordering, and analysis.

Job Role

The job holder will implement the most effective method of stock management to maximise sales and minimise costs. This will involve accurately using reports to forecast volume requirements, monitoring stock levels, managing replenishment and placing purchase orders. It will be essential to build strong supplier relationships whilst monitoring efficiencies and managing the internal EPOS system.

Job Description

The Merchandising Assistant is responsible to the Head of Retail and Admissions for:

1. Stock Control

- (a) Managing the stock of all gift and book products ensuring appropriate stock levels to meet sales and operational demands, ensuring new lines reach the store as quickly as possible.
- (b) Managing turn over of fast selling lines, forecasting for peak trading seasons and avoiding all out of stocks.
- (c) Reporting on the sell through of slow selling lines, scheduling clearance of discontinued stock and temporary exhibition lines, flagging any risks of overstock and supporting the Head of Retail and Admissions in implementing clearance plans.

- (d) Establishing and regularly monitoring minimum and maximum stock control levels across all lines.
- (e) Accurately check in products into the inventory against Purchase Orders on the EPOS system.
- (f) Assisting the Head of Retail and Admissions in assessing and processing of write-offs on the EPOS system.
- (g) Managing any internal transfers of stock, for activities such as Birthday Parties or Marketing events.

2. Forecasting and Ordering

- (a) Building a thorough understanding of sales patterns and rate-of-sale of all lines, utilising 'weeks cover' to identify reordering requirements on a weekly basis.
- (b) Processing repeat purchase orders within agreed authorisation limits, sending to suppliers and holding suppliers to account regarding fulfilment and delivery timescales.
- (c) For priority lines, create annual supplier forecasts to maintain stock availability.
- (d) Communicating expected delivery dates and need to know information, such as new to stock holding or out of stocks to the shop floor team.

3. Systems and Administration

- (a) Accurately setting up new products on the EPOS system with full product information, including category and supplier information.
- (b) Managing and maintaining the system to the highest standard and maintain EPOS accuracy.
- (c) Ensuring all pricing information is kept up to date and implementing any price changes on the EPOS system and on POS, as directed by the Head of Retail and Admissions.
- (d) Liaising with Finance colleagues to ensure smooth integration of EPOS system inventory and finance payment systems, to ensure all Suppliers are paid within limits of payment terms.

4. Analysis

- (a) Support in the achievement of retail KPI's including sales, profit and margin performance.

- (b) Monitoring performance of promotional and seasonal activity and the impact on rate of sale.
- (c) Providing regular feedback to the Head of Retail and Admissions on product performance including sales, availability and supplier performance.

5. Other Responsibilities

- (a) Assisting with bi-annual Stock Taking.
- (b) Assisting the Head of Retail and Admissions in the management of the on-line shop, including, price changes, tracking and managing online orders, stock availability, and monitoring impact on overall stock holding.
- (c) Where appropriate, attending Trade Shows and comparative shopping trips with the Head of Retail and Admissions to extend knowledge.

6. Resource Management

- (a) Responsible for the motivation, management and training of divisional Museum staff, contractors, volunteers, interns and apprentices, exercising a proper duty of care over them.

7. Internal Relations

- (a) Working as an effective team member of the NAMTL Enterprise team, building strong relationships with the Retail and Admissions Manager, Supervisors and shop team.
- (b) Promoting cooperation and best practise, ensuring effective communication across shop floor and office teams.
- (c) Working with the finance team to ensure all financial and stock information is up to date and accurate.

8. External Relations

- (a) Building strong supplier relationships, communicating with professionalism at all times. Assist the Head of Retail and Admissions in communication with suppliers, in answering queries or providing information.
- (b) Liaising with suppliers regarding delivery planning, advising on access issues and other events that may impact deliveries. Assist the security and shop teams with checking in of deliveries.

9. Risk Management and Health & Safety

- (a) Be committed to good health and safety and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times.
- (b) Responsible for ensuring the health, safety and welfare of members of the public, staff, contractors and volunteers in all retail and shop matters.
- (c) Be fully conversant with relevant statutory Health & Safety at Work Regulations and act in accordance with the contents of the Museum's Health & Safety at Work Manual, Fire Orders and Museum Security Orders at all times. He/she will be responsible for ensuring that these instructions are implemented within the designated management area.

10. In addition, the post-holder is required to: -

- (a) Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
- (b) Ensure that the Museum's Accounting and Financial procedures are strictly adhered to and embed a culture of control and financial discipline.
- (c) To play a full part in the generation of income, and to avoid breaches of financial regularity and propriety, the misapplication of funds, or waste of resources. Effectively managing delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer; especially to promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Management Team.
- (d) Take due care to assess and manage risk, having regard to the NAM's Risk Management Policy; (*Risk Management at the NAM: Matrix of Risks*).
- (e) Carry out his/her duties in accordance with the NAM's Equal Opportunities Policy.
- (f) Travel to and operate from the NAM's outstations or locations where the Collection, or parts of the Collection, or other NAM

property or services are held, or carried on, as and when necessary. UK and some foreign travel may be required.

The post-holder will be required to work off-site including at the Museum's facilities at Stevenage.

- (g) The post-holder must co-operate fully with the Management of the NAM in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Senior Management Team.
11. The appointment is permanent (subject to a six-month probationary period) and part time, working 20 hours per week (net), 5 days out of 7, confirmed on appointment. Additional evening and weekend working may be required. The salary is £20,800pa (pro-rata). The post-holder is required to give three months notice in resigning.
 12. The appointment will be subject to a security clearance.
 13. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.
 14. The National Army Museum is an equal opportunities employer.

Justin Maciejewski, Director
National Army Museum

July 2018

Signature: Date: