

londonprintstudio Job Description

Administrator and Sales Assistant

Person Specifications: Friendly, well organised person, ideally with knowledge of printmaking. Experience of record keeping and making bookings, handling cash transactions. Customer service experience. Retail, sales and promotions experience. Computer literate. Social media literate. High level of visual awareness / knowledge of use of images in marketing and sales. Capability to handle retail - booking in suppliers, dealing with suppliers and handling orders. Capacity to assist with newsletter and e promotions.

Reports to: Operations Manager

Responsible for: working on developing gallery, studio and service sales; invigilating the gallery; maintaining and developing online social networks and marketing content; undertaking marketing, sales and shop administration including processing, ordering and reporting.

Conditions of Work: Three days (21 hours) per week. Thursday, Friday and Saturday 10:00am to 6:00pm. Work outside these hours will occasionally be necessary and will be compensated for with corresponding time in lieu.

Period of notice: One month on either side

Probation period: Six months

Starting Salary: Salary: £22,408 (including London weighting) pro rata.

Main duties:

Admin Duties:

- Telephone and general reception duties, providing information about londonprintstudio activities.
- Monitoring attendances, gallery/members and shop, studio members and carefully reporting for Arts Council England and board purposes.
- Invigilating the gallery, responding to visitor enquiries about work on display, keeping the gallery and reception areas tidy.
- Taking bookings for courses and studio use and maintaining records relating to these activities.
- Selling materials, session vouchers and courses to studio customers and maintaining records of payments.
- Maintaining records of studio users' memberships and informing users of membership expiry.
- Ensuring the distribution of marketing material, placing adverts and listings on a regular basis and distributing specific marketing materials as directed.
- Distributing, collecting, collating and filing of internal marketing information.
- Taking and passing on messages for londonprintstudio staff and maintaining message book.
- Dealing with incoming post and emails.

- Preparing the gallery in the mornings and ensuring that security procedures are maintained.
- Liaising with other members of staff and outside agencies as appropriate.
- Ensuring that database back-up routine is maintained.

Sales Duties:

- Social networking - updating Facebook, Twitter, Instagram etc documenting activities taking place in studio for social media purposes.
- Working with other staff to update and maintain marketing mailing lists, contact databases.
- Working with other staff to organise feeds and uploading of sales content to our website and Newsletters, and those of our online sales partners. Place listings and adverts within budgets.
- Shop - purchasing, negotiating, monitoring, reordering, pricing, tidying, stocktaking.
- Gallery and shop reporting on progress against budget/targets.
- Manage low cost exhibition merchandise before opening / after closing. Integrating shop with gallery programme.
- To be central in all sales contacts with customers from enquiry through to completion ensuring a high quality of customer care at all times, and attend relevant external events as directed.
- Sales – Studio services: Courses, Memberships and Digital studio via monthly newsletters.
- Window Display: editing, refreshing
- Online Shop sales: Monitoring and updating products.
- Service events and openings (Christies, ect...), organising consumables.
- Deal with suppliers, customer service issues, deliveries
- Website: Update content/blog. Ensure that activities from the studio are uploaded.
- Book in work from exhibition and book out
- Despatch online sales good
- Assist with any other duties to support LPS as directed.

london**print**studio is committed to equality through equal opportunities.