

Sales, Gallery and Archive Assistant

Contractual Details

Reporting to:	Sales and Commercial Manager
Location:	Edinburgh Printmakers, Castle Mills
Working hours:	Full time, 37.5 hours a week, flexibly across Tuesday – Sunday. Occasional evening work is required for events
Contract Duration:	Fixed term for 12 months, with potential to extend
Annual Salary:	£24,570 gross per annum
Annual leave:	33 days, including public holidays

Job Description

Main duties and responsibilities

We are seeking a skilled and enthusiastic individual to join Edinburgh Printmakers' front of house sales team. This customer-focused role supports the Sales & Commercial Manager in the effective running of sales, the sales archive, and our front-of-house operations. The post-holder is the first point of contact for visitors and customer enquiries, has shared responsibility for administering the Artlogic online sales platform, Red61 booking system, and Cybertill retail database, as well as supporting the correct art handling and physical storage of prints in our sales archive. The Sales, Gallery and Archive Assistants consider each visitor a potential customer and provide the knowledge and sales expertise to convert visits into sales.

The role is an exciting opportunity for anyone wanting to gain experience working in a professional arts organisation. You will be working with a dynamic team to provide a welcoming and informative service for all visitors to Edinburgh Printmakers during the delivery of our exhibition programme and the annual exciting and busy festival season in Edinburgh.

Customer Care

- Provide a friendly and welcoming first point of contact to visitors and studio members, supporting their enjoyment and understanding of exhibitions and events
- Handle customer enquiries by telephone, email and in person, directing enquiries to other members of staff as appropriate

- Handle event booking enquiries using the Red61 booking system

Sales

- Responsibility for income generation in line with targets set by the Sales & Commercial Manager
- Demonstrate in-depth knowledge and be able to proactively sell and advise on specialist products and services, including specific artists and artworks, printmaking practice, courses and events, studio membership, exhibitions, print framing and shipping, and Own Art loans
- Developing and nurturing relationships with clients, partners, suppliers and Studio members and supporting the Sales and Commercial Manager with outreach
- Process sales when working front-of-house and remotely by telephone or email, including via the Own Art scheme and liaising with Own Art/Novuna as required
- Assist with the coordination, design and installation of shop exhibitions and displays both on site and at external venues, ensuring security, environmental control and lighting
- Coordination of framing services and shipping for artwork sales made through the shop or online: courier, insurance, customs procedures, condition reports, security and environmental control

Ecommerce & Digital

- Create and maintain records on the online shop including artworks, artists, and viewing rooms
- Prepare content for use online including text, images, and video
- Take care of web sales reconciliation with the Cybertill database

Archive and Stock Management

- Maintain the Cybertill sales and cataloguing database updated
- Follow art handling best practice when handling, storing and packaging artworks
- Assist with artists' consignment appointments and associated paperwork
- Carry out stocktaking in the archive and shop
- Assist with the training and supervision of other members of staff in art handling procedures as required, to minimise risk of loss or damage to artworks onsite and in transit

General Administration and Housekeeping

- Keep shop and gallery areas well-stocked, sourcing stock competitively, placing orders, and liaising with the Finance Officer to reconcile orders and maintain accurate records of shop and gallery expenses
- Assist Studio Members with basic admin, e.g. using the photocopier, book studio slots
- Liaise with and support other members of staff to ensure the effective planning and delivery of gallery events
- Adhere to health and safety, security and maintenance protocols for front-of-house areas

- Assist with the training and supervision of other members of staff to use the databases and digital systems to ensure accuracy and consistency

Person Specification

Essential knowledge and experience:

- Educated to degree-level in a visual arts subject or relevant professional experience
- Interest, knowledge and passion for printmaking and the visual arts
- Experience of working in a sales and/or customer service role
- Excellent IT skills including experience of using specialised software, e.g. a database, booking system, or web platform
- Experience with image editing e.g. Adobe InDesign, Photoshop

Desirable knowledge and experience:

- Knowledge of printmaking mediums and techniques
- Experience of working in an archive or a contemporary art gallery environment
- Art handling and install experience
- An understanding of the art market

Skills

- Excellent interpersonal skills and ability to communicate clearly, both verbally and written
- Motivation and ability to proactively generate sales in person and online
- Professional demeanour and diplomatic skills
- Accuracy and attention to detail
- Highly motivated team player with a positive, can-do attitude
- Flexibility and creative problem solving
- Ability to prioritise when working under pressure and manage different deadlines

Commitment to Equality, Diversity, and Inclusion

Edinburgh Printmakers aims to have a workforce that represents a variety of backgrounds and cultures and can provide the relevant knowledge, abilities, and skills for the organisation. Anyone who meets the requirements of this job is eligible for employment within Edinburgh Printmakers irrespective of age, disability, employment status, gender, health, marital status, sexual preference, membership or non-membership of a trade union, nationality, race, religion, social class, or other non-job relevant personal characteristics.

We make every effort to eliminate discrimination, direct and indirect, from our recruitment and selection process. Where applicable, reasonable adjustments will be made at each stage of the recruitment and selection process as required to reduce any potential barriers faced by applicants and to give them equal access to employment opportunities.

Edinburgh Printmakers will make reasonable adjustments to the office or to working arrangements to accommodate the needs of people with disabilities. Please discuss your access needs with us at

any stage in the application. We welcome applications from disabled and ethnically diverse candidates. We also welcome applications from job sharers.

If you need this application pack in a different format or would like to submit your application to us in a different way, e.g. by video or sound file, please contact us on HR@Edinburghprintmakers.co.uk

If you have questions, or would like an informal chat about the role, please get in touch. We look forward to receiving your completed application and thank you for your interest in the vacancy.

Working Hours

This is a full time, 37.5 hours a week role, flexibly across Tuesday – Sunday. Occasional evening work is required for events and will be granted as time off in lieu.

Training

A training plan will be developed to support this role.

Application Process

Please submit an up-to-date CV and a 2-page max. cover letter which sets out clearly how you match the skills and experience required for the role. Please also include our Equal Opportunities Monitoring form included as a separate document with this pack.

Your CV and covering letter will be assessed against the person specification and job description, which is the list of requirements for this post. You should ensure your covering letter addresses each point of the person specification, highlighting the relevant skills and experience you have in each of these areas.

Application Deadline: noon Monday 2nd June

Interviews will take place w/c 16th June

Start date: ASAP

Completed applications should be sent by e-mail to: HR@Edinburghprintmakers.co.uk with the job title in the subject line.

If you would like to discuss this role, please contact alice.griffith@edinburghprintmakers.co.uk