

## JOB DESCRIPTION

**Post:** Visual Merchandising Assistant

**Department:** Retail, Tate Commerce

**Reporting to:** Retail Design Lead

**The Company** Tate Commerce is a wholly owned subsidiary of Tate. Work at Tate Commerce ranges from publishing, retail and merchandising roles to operations, finance, and licensing.

Tate Commerce shares Tate's mission to promote public knowledge, understanding and enjoyment of British, modern, and contemporary art. Its role is to maximise profits and extend the value of the Tate brand, to support Tate's work and collection.

**The Department** The Visual Merchandising team sits within our Trading department in Tate Commerce and engages with Tate's visitors through our outlets, extending the visitor journey beyond the galleries and maximizing revenue and visitor satisfaction. We work closely with the wider Trading Team and other front of house teams to deliver an outstanding experience to all of Tate's visitors. We are a large and diverse team of customer-focused professionals, passionate about delivering exceptional customer experiences and generating income that supports the work of Tate.

### **Purpose**

To maintain and promote excellent Visual Merchandising (VM) standards across all the Tate shops. The role will be crucial in supporting the wider Retail team to deliver a world-class, engaging, and inspiring customer experience at Tate.

### **Duties and responsibilities:**

- Taking direction from the Visual Merchandising team and the Retail Management team, the Visual Merchandising Assistant will support the execution of excellent retail standards across all of Tate's London retail spaces
- Manage and execute the movement and delivery of shop fixturing in relation to VM needs
- Manually handle heavy and large VM props and fixturing whilst adhering to health and safety standards
- Create and execute onsite point of sale (POS) material and signage
- Support Floor Managers in the planning of VM moves to accommodate new ranges, seasonal changes, availability and driving sales
- Plan and execute seasonal promotion activity
- Ensure all shop lighting is working and effective and arrange for replacements through the in-house maintenance team

- Ensure tools and VM sundries are available and in good condition
- Manage the safe keeping and storage of all VM fixtures, equipment and props
- Maintain good standards of shop props, signing off orders for replacements through the Retail Design Lead.
- Train and support retail assistants in VM principles
- Organise and direct VM champions in the delivery of excellent retail standards.
- Attend and proactively engage with regular floor walks with the VM and retail teams and subsequently action agreed VM changes.
- Occasional weekend working hours, early mornings and late nights needed when carrying out major VM moves and shop set-ups
- Occasional travel to regional Tate sites and external storage providers to provide VM support and create fixture inventories.
- Ensure any VM activity undertaken is compliant with Tate's policies including, Health & Safety, security and GDPR policies.

## Personal Specifications

### Essential:

- Ability to take on a reasonable amount of manual handling.
- A strong sense of pace, stamina and drive when delivering VM moves during busy trading periods or within tight time frames.
- An understanding of and a personal commitment towards sustainability, diversity and inclusion in their delivery of all aspects of their job requirements.
- Comfortable working on their own as well as a good team player.
- Previous Visual Merchandising experience gained within a fast-paced retail environment
- Competency in working at height, on a ladder or within a genie lift (training will be provided).
- Working knowledge of InDesign
- Creative and commercial outlook to problem solving.
- Strong practical and creative skills executed with a positive attitude.
- Excellent verbal and written communication skills, demonstrating the ability to communicate positively at all levels across the gallery and other stakeholders, all staff and customers and visitors
- Demonstrate that you are a strong team player, working in a collaborative way within a diverse team, treating all colleagues with dignity and respect
- Organised with excellent planning skills
- Ability to respond to time frames and deadlines
- Being able to multi-task
- Have an understanding of VM trends and creative market leaders

### Competencies:

- Passion for what we do, with an interest in art and the aims of Tate
- Balances a varied workload and shifting priorities to deliver results on time
- Plans and prepares effectively to ensure delivery of the agreed results
- Develops effective working relationships with other teams in Tate Commerce
- Communicates clearly, keeping others informed appropriately
- Adheres to Tate's Dignity and Respect policy in all their activities
- Develops better and more efficient ways of doing things
- Is solution-focused and open to new ideas

- Evaluates their own development
- Demonstratable understanding of equality, diversity, inclusion, and accessibility alongside a commitment to delivering progress in these areas.
- Resilience, openness to change and ability to think creatively.
- Passionate about raising revenue for Tate Enterprises.
- A passion for and commitment to the work of Tate.