Job Description



ASHMOLEAN MUSEUM

**Contract type**

Permanent

**Additional**

**information**

There is a requirement to be able to work flexibly over a 7 day a week rota including occasional evenings and weekends.

Owing to the nature of this position, any offer of employment with the University will be subject to a satisfactory security screening by Disclosure Scotland

This role includes a moderate amount of activity and the physical movement of stock, including lifting and moving objects may be required, all necessary health and safety training will be provided.

Manual handling training will be provided.

Overtime will be offered during peak trading periods, i.e. New Exhibition openings and Christmas

Interviews will be held on Wednesday 14th September Immediate start date required

**The role**

The Merchandising and Systems Assistant: Online will work as part of a small commercial team at the Ashmolean Museum. The role requires the candidate to be sales orientated and customer service focused. The Merchandising and Systems Assistant: Online will have the additional responsibility of collating routine data and information which will be interpreted by the Commercial Management team to help define the online shop plan for growth and development.







**Grade and salary**

**Hours**

12 hours over 3 or 4 days

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Job title** |  | | | Merchandising & Systems Assistant: Online | | | |  | |
| **Division** |  | | | Gardens, Libraries & Museums (GLAM) | | |  | | |
| **Department** | | |  | Ashmolean Museum |  | | | | |
| **Location** | |  | | Ashmolean Museum, Beaumont Street, Oxford | | | | |  |
|  | | | | Grade 3: £18,212 - £20,989 per annum | |  | | | |
| (Pro-rata) |  |
|  | | | |  | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Reporting to** |  | Merchandising & Systems Manager | |  |
| **Vacancy reference** | | 125005 |  | |

The Merchandising and Systems Assistant: Online will assist the Merchandising and Systems Manager in ensuring all orders placed via the online shop (Mail Order or via Amazon/Magneto platforms) are fulfilled to the highest standard.

**Responsibilities**

**Hazard-specific / Safety-critical duties**

This job includes the following hazard-specific or safety-critical duties which will require successful pre-employment health screening through our Occupational Health Department before the successful candidate will be allowed to start work: **Regular Manual Handling**

**Additional security pre-employment checks**

This job includes the following duties which will require additional security pre-employment checks: A satisfactory Disclosure Scotland check due to role requiring you to oversee online payments and handling of customer data.

**Selection criteria**

**Online Shop: Online System, Orders, Service and Fulfilment**

 Provide assistance in the day-to-day maintenance of the online shop by accurately

adding, changing or removing new products as instructed by the Merchandising and

Systems Manager.

Book in the calendar the slots for when photography is required for online shop banners with the Picture Library Manager to ensure they are built into the Photography

Manager’s diary of jobs.

Upload and maintain banners, photography, widgets, general text provided to the online shop in keeping with the Ashmolean brand guidelines as instructed by the Merchandising and Systems Manager – for example T&Cs, refund & exchange policy

and WEEE Regulations.

Assist the Merchandising & Systems Manager in setting up and maintaining promotional codes, attach keywords and ensure products reflect the correct image as instructed. Fulfil online, (physically picking the stock from the retail stock rooms, picking and packing) mail order and wholesale orders after checking payments have been received in accordance with the University’s Finance control measures. (World pay: cash,

cheque, credit card and wholesale invoices)

Monitor the online shop inbox and communicate and correspond with customers at the highest standard in line with the Ashmolean brand. Ensure all customer details are maintained and destroyed in line with the University Data Protection and Finance regulations

**Merchandising & Reporting:**

 Maintain the Online Weekly Sales Tracker and update the Weekly Trading Meeting

attendees on progress and download any weekly reports required or requested by the

Merchandising and Systems Manager.

Carry out daily reporting and systems tasks as instructed by the Merchandising and Systems Manager. Collate any routine data/reports in the absence of the Merchandising and Systems Manager and distribute to relevant colleagues as requested.

Merchandising Assistant: Online Job Description August 2016

Attend and input into regular retail, systems and trading meetings – for example, weekly trading meeting, and new product launches to enable the online shop to grow, develop

and deliver against the 5 year online shop plan.

Attend systems and online shop training and refresher courses as instructed by the Merchandising and Systems Manager. The Merchandising & Systems Assistant will report any identified non-compliance, risks ore breaches to the Merchandising and

Systems Manager.

Ensure the online shop functions on a daily basis. Trouble shoot routine issues – for example banner alignment, keyword searches not working, offer codes not working and escalate any issues to the Merchandising and Systems Manager or 247ecommerce as appropriate.

**Other Duties**

 Nurture and maintain good relationships with key teams and companies

–

for example,

external suppliers, Retail, Finance, IT, Aztec, and 247ecommerce.

Comply with the university policies and procedures where applicable.

Attendance and compliance with health & safety security, general Museum procedures and policies training. The Merchandising and Systems Assistant will report any identified

non-compliance or risks to the Merchandising and Systems Manager.

Any other duties that may be required from time to time commensurate with the grade of

the job.

The Ashmolean Museum reserves the right to make reasonable amendments to the job description in consultation with the post holder at any time.

**Selection criteria**

**Essential**

 Online shop experience with a retailer or museum/heritage site.

 Passionate about retail and interest in achieving sales targets in a commercial

environment.

Educated to at least GCSE standard or equivalent in English and Mathematics. Exceptional interpersonal and communication skills, including some customer service

experience either over the phone or via email.

Moderate IT literacy - including retail systems experience, Microsoft word and excel. The ability to multi task and work under pressure.

Possess excellent attention to detail.

A smart professional appearance.

Hard working and happy to do what it takes to get the job done, with a “can-do” attitude

to problem solving.

You will be able to carry out the physical demands of the role, as you may be required to collect and move stock.

**Desirable**

 An interest in art and archaeology.

 Experience of online fulfilment systems; i.e. Amazon, Magneto, Franking.

**About the University of Oxford**

Merchandising Assistant: Online Job Description August 2016

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, and in providing all of our staff with a welcoming and inclusive workplace that supports everyone to develop and do their best work. Recognising that diversity is a great strength, and vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual’s unique contribution.

While we have long traditions of scholarship, we are also forward looking, creative and cutting edge. Oxford is one of Europe's most innovative and entrepreneurial universities. Income from external research contracts in 2014/15 exceeded £522.9m and we are ranked first in the UK for university spin outs with more than 110 spin-off companies created to date.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation)

**The Ashmolean**

The Ashmolean Museum has been described as

*“unquestionably the finest university museum*

*in the world”* (*The Times*, October 29th, 2009). The Museum is a part of the Oxford University Museums Group and houses the University’s collections of art and archaeology together with objects and works owned by other private individuals and bodies and loaned to it. The collections themselves are of world significance. They range from archaeology to the fine and decorative arts of Europe and Asia and from coins to casts of classical sculpture. These are used for teaching and research purposes both within the University and in the worldwide academic and research communities. Above all, the Ashmolean is a great public Museum, open to all without charge.

**Commercial Department**

The Commercial department is responsible for generating income and profit for the Ashmolean Museum, through on-site sales in our shops, and online at [shop.ashmolean.org](http://shop.ashmolean.org).

We buy, develop and sell a range of merchandise which is inspired by the Ashmolean collections. We also operate successful wholesale, publishing, licensing, events and catering businesses as part of the Commercial remit.

The successful candidate will be joining the Commercial Department at this exciting time of growth and development following the success of our recent exhibitions; including Cezanne and Andy Warhol. We are looking for an enthusiastic and committed Publishing and Licensing Assistant to join our Publishing team and contribute to the success of the overall Commercial Department.

**Academic Services and University Collections Division**

The Academic Services and University Collections (ASUC) group includes the providers of the major academic services to the divisions, and also departments with responsibilities including, but extending beyond, the immediate teaching and research needs of the University. The collections embodied within these departments are an essential part of the University’s wider nature and mission. They are part of its heritage as the country’s oldest University and now

Merchandising Assistant: Online Job Description August 2016

form a resource of national and international importance for teaching, research and cultural life; they also make a major contribution to the University’s outreach and access missions.

For more information please visit: <http://www.admin.ox.ac.uk/asuc/.>

**How to apply**

Before submitting an application, you may find it helpful to read the ‘Tips on applying for a job at

the University of Oxford’ document, at [www.ox.ac.uk/about/](http://www.ox.ac.uk/about/)

obs/supportandtechnical/.

If you would like to apply, click on the **Apply Now** button on the ‘Job Details’ page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and as part of the application process, you are required to answer the following three questions to complete your application: (Please title this Application Questions, along with adding your name to the top)

1.

Why your skills, experience and knowledge demonstrate you are the right candidate for

this role?

2.

Which three key attributes will you bring to the role and how do they relate to upselling

online and service?

3.

Visit [shop.ashmolean.org:](http://shop.ashmolean.org:)

a.

List 3 things you think make the website successful and why?

List 3 things you would improve and explain what you would change and why?

b.

The responses to the three questions should be **no more** than 500 words for **each** answer and titled ‘Application Questions’, **with your name.**

All applications must be received by **midday** on the closing date stated in the online advertisement.

*A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.*

**Information for priority candidates**

*If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments)*

Should you experience any difficulties using the online application system, please email

[recruitment.support@admin.ox.ac.uk](mailto:recruitment.support@admin.ox.ac.uk). Further help and support is available from

[www.ox.ac.uk/abouttheuniversity/](http://www.ox.ac.uk/abouttheuniversity/)

obs/support/. To return to the online application at any

stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

**Important information for candidates**

Merchandising Assistant: Online Job Description August 2016

**Pre-employment screening**

Please note that the appointment of the successful candidate will be subject to standard pre­employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. We advise all applicants to read the candidate notes on the University’s pre­employment screening procedures, found at:

[www.ox.ac.uk/about/](http://www.ox.ac.uk/about/)

obs/preemploymentscreening/.

**The University’s policy on retirement**

The University operates an employer justified retirement age for all academic and academic-related posts (grade 6 and above), for which the retirement date is the 30 September immediately preceding the 68th birthday. The justification for this is explained at:

[www.admin.ox.ac.uk/personnel/end/retirement/revisede](http://www.admin.ox.ac.uk/personnel/end/retirement/revisede)

ra/revaim/.

For **existing** employees any employment beyond the retirement age is subject to approval

through the procedures: [www.admin.ox.ac.uk/personnel/end/retirement/revisede](http://www.admin.ox.ac.uk/personnel/end/retirement/revisede)

ra/revproc/

There is no normal or fixed age at which **support staff** in posts at **grades 1–5** have to retire. Support staff may retire once they reach the minimum pension age stipulated in the Rules of the pension scheme to which they belong.

**Equality of Opportunity**

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Merchandising Assistant: Online Job Description August 2016

**Benefits of working at the University**

**Training and Development**

A range of training and development opportunities are available at the University. Further details can be found at [www.ox.ac.uk/staff/working](http://www.ox.ac.uk/staff/working) at oxford/training development/index.html.

***For research staff only:* Support for Research Staff**

There is a particularly wide range of support for career development for research staff. Please visit: [www.ox.ac.uk/research/support-researchers](http://www.ox.ac.uk/research/support-researchers) to find out more.

**Pensions**

The University offers generous occupational pension schemes for eligible staff members. Further details can be found at [www.admin.ox.ac.uk/finance/epp/pensions/pensionspolicy/.](http://www.admin.ox.ac.uk/finance/epp/pensions/pensionspolicy/.)

**Information for international staff** *(or those relocating from another part of the UK)*

A wealth of information is available on the University's International Staff website for staff who are relocating to Oxford from abroad, at [www.admin.ox.ac.uk/personnel/staffinfo/international/.](http://www.admin.ox.ac.uk/personnel/staffinfo/international/.)

**The University of Oxford Newcomers' Club**

The Newcomers' Club is aimed at helping partners of newly-arrived visiting scholars, graduate students and academic members of the University to settle in and to meet people in Oxford.

**Transport schemes**

The University offers a range of travel schemes and public transport travel discounts to staff. Full details are available at [www.admin.ox.ac.uk/estates/ourservices/travel/.](http://www.admin.ox.ac.uk/estates/ourservices/travel/.)

**University Club and University Sports Facilities**

The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) for all further details.

University staff can use the University Sports Centre at discounted rates, and have the chance to join sports clubs. Please visit [www.sport.ox.ac.uk/oxford-university-sports-facilities.](http://www.sport.ox.ac.uk/oxford-university-sports-facilities.)

**Childcare and Childcare Vouchers**

The University offers quality childcare provision services at affordable prices to its employees. For full details about the services offered, please visit [www.admin.ox.ac.uk/childcare/](http://www.admin.ox.ac.uk/childcare/). **NB: Due to the high demand for the University’s nursery places there is a long waiting list.**

The University also offers nursery fee payment schemes to eligible staff as an opportunity to save tax and national insurance on childcare costs. Please visit [www.admin.ox.ac.uk/childcare.](http://www.admin.ox.ac.uk/childcare.)

**Disabled staff**

The University is committed to supporting members of staff with a disability or long-term health condition and has a dedicated Staff Disability Advisor. Please visit

[www.admin.ox.ac.uk/eop/disab/staff](http://www.admin.ox.ac.uk/eop/disab/staff) for further details.

**BUPA - Eduhealth**

Bupa Eduhealth Essentials private medical insurance offers special rates for University of Oxford staff and their families [www.eduhealth.co.uk/mini-site/.](http://www.eduhealth.co.uk/mini-site/.)

**All other benefits**

For other benefits, such as free entry to colleges, the Botanic Gardens and staff discounts offered by third party companies, please see [www.admin.ox.ac.uk/personnel/staffinfo/benefits/](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits/)

Merchandising Assistant: Online Job Description August 2016