

THE BISCUIT FACTORY

Job Vacancy - Gallery Sales Consultant

REPORTING TO: Sales Manager, Gallery Supervisor

HOURS: 30 hours per week (Sunday 9.30-5, Monday 9.30-5, Tuesday 9.30-5, Wednesday 9.30-5) with the potential for additional hours at busy times/cover holidays/as role develops.

CONTRACT: Initial fixed-term 6 month contract with option to extend or make permanent

WAGE: In line with national minimum wage
Holidays: 28 days (pro rata)

START DATE: May 2024 (some training may be required before starting)

INTERVIEWS: Expected to take place mid-April

Submit your application with a CV and a covering letter explaining why you would be great for this job in 5 bullet points to rachel@thebiscuitfactory.com with the subject line 'Sales Consultant Position' by 5pm on **Friday 12 April**.

About Us

The Biscuit Factory is an independent art gallery in Newcastle, selling original art, craft and jewellery by contemporary makers from across the UK. We also have an on-site cafe, private hire event service, run a creative workshop programme and house an independent book shop within the business. We are open 7 days a week, including bank holidays, throughout the year.

About this role

This role is customer-facing, working as part of a small team that is responsible for welcoming all visitors to our art gallery, facilitating and generating sales, and being often the first point of contact for clients of other services. You will work day-to-day under the supervision of a Sales Manager and Sales Supervisor, a part time sales consultant and with two other colleagues whose roles include front of house duties alongside other responsibilities.

PERSON SPECIFICATION

This candidate should:

- enjoy and be successful at selling (essential)
- have experience in sales (essential and art sales experience is highly desirable)
- have a friendly and professional demeanour
- be proactive in approaching customers
- have pride in providing excellent customer service
- have an interest in art and craft
- be competent in basic administrative tasks
- be competent in use of standard computer programmes, using shared access/cloud drives, with the ability to learn how to use new systems (such as our sales software and internet-based work tools)
- able to maintain accurate records
- have a confident telephone manner
- have motivation to work to sales targets
- demonstrate initiative and motivation to work independently
- able to prioritise workload to ensure completion of sales
- experience or ability to generate and nurture leads
- have the ability to work additional hours as/when required
- have a can-do attitude to supporting the wider team with seasonal tasks as required

JOB SPECIFICATION

Sales and Customer Service

Proactively welcome and engage with every visitor in the gallery to encourage sales (this position is largely based on the gallery floor and at reception)

Drive sales with a proactive approach to meeting financial team targets as set by the business

Deliver a high standard of customer service and engagement

Build client relations, developing a professional rapport with repeat customers and looking for return business (understanding key clients' interests and approaching them appropriately with suggestions)

Provide accurate till handling and client record keeping

Provide knowledge and advice (acquainting yourself with collections, artists and upcoming shows, as well as how the wider business works to be best placed to answer queries and to secure sales leads)

Complete tasks in a timely and thorough manner

Manage multiple client relationships

Communicate clearly and follow internal processes to ensure customers, artists and colleagues are appropriately informed where necessary

Answer telephone and deal with queries

Answer art@ email

Contribute to sales reports as required each week

Offer framing advice and quotations

Facilitate own art applications

Support with private shopping experiences and home approvals

Maintain reception and gallery floor presentation

Website admin support

Work with our marketing team to upload new stock to our website, following precise procedure and ensuring accuracy of pricing, shipping options and product details.

Update replenished stock and remove sold stock from our website.

Remove stock as it is sold from the gallery on a daily basis using daily sales data.