

Buying and merchandising manager

Reports to: head of trading

Department: trading

Contract: permanent

Overview

The Design Museum is the world's leading museum devoted to contemporary design in every form from furniture to graphics, and architecture to industrial design. In 2016, the museum reopened in a fantastic new building in Kensington with two shops; in the museum's atrium and on Kensington High Street. Over 1 million people have visited the museum since opening in November 2016, firmly positioning it as the destination for contemporary design and creation in the UK.

The Buying and Merchandising Manager is a key member of the trading team and responsible for maximising the profitability of the Design Museum shops and online shop at www.designmuseumshop.com through buying, developing and managing merchandise that truly inspires and excites.

This role will be critical to ensuring our retail offer exceeds the expectations of our audiences and delivers the core values of the Design Museum through innovative merchandise.

Job scope

Reporting to the Head of Trading, the Buying and Merchandising Manager directly manages the Assistant Buyer and Merchandiser as well as external visual merchandising resources.

Job description

The Buying and Merchandising Manager contributes to three areas of the business:

Buying

- Build an innovative and distinctive retail brand
- Source new suppliers and products through a variety of channels, to include trade fair attendance
- Develop and manage a wide range of supplier contacts to ensure product quality and competitive pricing
- Use market analysis and audience segmentation to forecast customer demand and spot trends in data
- Undertake regular product reviews; analysing performance of individual ranges, delisting and replacing as appropriate
- Liaise with colleagues from across the organisation to ensure exhibition and collection content is reflected faithfully through our commercial offer
- Raise external awareness of merchandise in collaboration with colleagues in press and marketing
- Develop merchandise proposals, including mood boards and range presentations, for discussion with and sign off from the Head of Trading
- Investigate brand licensing opportunities, as applicable

Merchandising

- Manage stock reordering and visual merchandising
- Ensure both the stock valuation and gross profit margin rest between agreed thresholds
- Prepare and implement strategy for selling through on obsolete stock lines
- Place orders for stock and ensuring prompt processing of associated invoices
- Along with operational colleagues, lead on stocktaking, to include recommending new operating procedures to mitigate shrinkage
- Seek feedback on product performance from wider trading team to inform reordering decisions

Management

- Manage staff; to lead and inspire direct reports to achieve the highest level of performance and develop their skills and talents to enable them to reach their full potential
- Manage staff in accordance with museum's policies and procedures
- Work with and support volunteers and ensure their full integration into the museum
- Produce weekly, monthly and annual reports to demonstrate performance against target and to inform future product selections
- Communicate new suppliers, ranges and products positively to the wider trading team on a regular basis
- Ensure compliance with internal and legislated financial processes
- Deputise for the Head of Trading as required

Personal Specification

Essential

- Significant experience as a retail buyer for both generic and bespoke merchandise
- Commercially aware with a proven track record of achieving sale and margin targets
- Strong creative flair and ability to share and excite others about the creative vision
- Strong analytical skills and meticulous attention to detail
- A good knowledge of MS office applications and experience of working with EPOS systems
- Experience of managing supplier and designer relationships
- Experience of book buying

Desirable

- Understanding and knowledge of contemporary design
- Experience of using CRM systems
- Visual merchandising experience and/or experience of managing an external visual merchandising consultant
- Experience of working within the cultural sector

Terms and conditions

Salary: up to £30,000 per annum dependent on experience

Holidays: 25 days per annum

Hours: full-time, 40 hours per week

The museum offers many other benefits including access to a defined contribution pension scheme, season ticket loan, childcare voucher scheme, cycle to work scheme, free entry for friends and family to the museum, a variety of staff discounts including the museum shop and restaurant and free entry to a wide number of galleries and museums in London.

Application process

To apply please email a covering letter which addresses the criteria as set out in the person specification, CV and Applicant Information Form to applications@designmuseum.org.

Please quote job ref: Buy&MerchMan/2018 in the email subject header

Closing date for applications: 26th April 2018, 9.00am

Interviews: 8th May 2018

Due to the high volume of applications the museum receives we are unable to provide a response to applications on an individual basis. If you do not receive a response from us within two weeks of the closing date then you can assume that you have not been successful on this occasion.

The Design Museum is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

About the Design Museum

The Design Museum is building the world's leading museum devoted to contemporary design in every form from furniture to graphics, and architecture to industrial design. For the Design Museum, design is a continually evolving subject which it explores through its exhibitions programme, permanent collection, learning and research activities. It is a way to understand the world and how you can change it. The museum's mission is to create the most engaging, exciting and inspiring design museum in the world.

Thirty-five years ago, Terence Conran established the forerunner of the Design Museum, the Boilerhouse, in the basement of the Victoria and Albert Museum (V&A) in London. As planned, the Boilerhouse quickly outgrew the V&A and in 1989 it moved on to become the Design Museum, in an architecturally striking transformation of a Thameside warehouse near Tower Bridge. Since then it has emerged as an institution with international status and significance, playing an important role in putting design and architecture on the cultural agenda.

The museum recently relocated from its home in Shad Thames to the landmark 1960s building in Kensington, West London. Leading designer John Pawson converted the interior of the building creating the museum's new home, giving it three times more space in which to show a wider range

of exhibitions, showcase its world class collection and extend its learning programmes.

Our mission, vision and values

Our vision

We want everyone to understand the value of design

Our mission

To create the most inspiring, exciting and engaging Design Museum in the world

Our values

Welcoming everyone to the museum and making them feel it's a place for them

Collaborative engaging with many partners to bring our vision to life

Enterprising working hard to make the museum a financial success and build a strong commercial reputation

Provocative challenging people to look and think afresh about design

designmuseum.org