NATIONAL PORTRAIT GALLERY

Warehouse Assistant

The National Portrait Gallery attracts over 2 million visits a year and is among London’s most popular attractions, it reaches and engages these, and further UK and global audiences, with its extensive display, exhibition, research, learning, outreach, publishing, digital and national programmes.

Job Purpose
Reporting to the Retail Assistant Manager (Stores & E-commerce), the Warehouse Assistant is responsible for the smooth running of the warehouse, incoming and outgoing deliveries, and the accurate updating and maintenance of the EPOS system.

Main Tasks and Responsibilities

- Receiving delivered goods for the Trading department and physically transferring them from delivery point to the Gallery retail warehouse
- Responsible for arranging, and keeping accurate records for incoming and outgoing consignments from the Gallery, including accuracy of data entry on the stock control system
- Managing daily stock orders for the Gallery on site shops – reporting, picking and delivery to each of the locations
- Picking, packing and shipping online, trade and internal orders
- Responsibility for entering goods received, stock transfers and stock adjustments on the stock control system (RMS) and associated filing of paperwork
- Updating and maintaining the New Deliveries log and communicating this out to various stakeholders within the Trading Department
- Operating the warehouse Print On Demand system and fulfilling orders on request
- To maintain cleanliness, order and tidiness of stock and warehouse, including daily clear down of shared working areas and disposal of waste
- Observe, champion and comply with Health & Safety Policies, applying best practices
- Monitoring warehouse supplies and reporting requirements to the Retail Assistant Managers
- Act as a key operational member of the team during annual stock takes
- Conduct and manage a rolling programme of interim and spot stock checks
- To deputise for the Stores & Ecommerce Assistant Manager in their absence
- Assist with the operation of the Gallery’s online shop as required
• Other duties/projects as required

This is not, however, an exhaustive list of duties and the gallery’s management may, at any time, allocate other tasks which are of a similar nature or level.
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Person Specification

Qualifications and Experience

- Demonstrable experience working as a stores assistant or in a similar role, with a good understanding of all aspects involved in retail processes, ideally within a museum or other similar organisation.

- Experience of ecommerce order processing and digital printing would be desirable.

Skills and Attributes

- Self starter who is able to manage their workload with minimal supervision.

- Good physical fitness and the ability to manually handle high volumes of items.

- A good team player, who is flexible, reliable and willing to help others.

- Excellent time management skills and the ability to prioritise and manage multiple and competing tasks to meet deadlines.

- A drive to deliver excellent customer service – both external and internal customers.

- Good interpersonal skills and the ability to communicate confidently and effectively at all levels and across departments

- Attention to detail and respect for accurate data entry and stock handling

- Basic computer skills and knowledge of Microsoft Office (Word, Excel, Outlook) and stock control software and systems

- An interest in art and history is desirable.

- An interest in, and commitment to, the work of the Gallery.

Please note that this role requires manual handling activities such as, but not limited to, carrying, pushing and lifting and is therefore physically demanding.
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Details of the post are given below and in the attached job description. You should take care to show in your application how you can fulfil the requirements of the job.

Period of Appointment
This post is a permanent appointment.

Hours
Your contracted hours of work will be 40 hours per week, including a lunch break of one hour per full day worked. Your usual days of work will be Monday – Friday, although some flexibility will be required around annual stock takes and exhibition openings. It is anticipated that the hours of work will be 8am-4pm.

Salary
The salary for this post will be £20,280 per annum.

Annual Leave
Your annual leave allowance is 25 days per annum, rising to 29 days at the start of the annual leave year following completion of five years’ service, and up to 33 days after 10 years service.

Place of Work
Most of the work is based in the Gallery at St Martin’s Place, but all staff are required to work at other locations if necessary.

Equality
The Gallery believes in the employment and advancement of people solely on their ability to do the job required. When recruiting people, we will therefore disregard their gender, marital status, race, age, colour, nationality, ethnic origin, religion and sexual orientation. There will be no unfair discrimination on the basis of disability. If you would like to submit your application in a different format we are happy to allow this. Please contact us (telephone: 020 7306 0055 email: personnel@npg.org.uk) so that we may discuss suitable alternatives.

Pension
Pension benefits are provided under the Principal Civil Service Pension Scheme (PCSPS).

Probation and Trial Period
All appointments are subject to satisfactory employment and character references, security clearance and eligibility to work in the UK. There is a probationary period of 1 year for all permanent posts. The probationary period for this post is 1 year.

Data Protection Act
Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application in the recruitment process. Once this process is completed the data relating to unsuccessful applicants will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, your application form will be retained and
form the basis of your personnel record. Information provided by you on the Equal Opportunities Monitoring Form will be used to monitor National Portrait Gallery’s equal opportunities policy and practices. By signing and submitting your completed application form you are giving your consent to your data being stored and processed (if you submit your application by email and the application form is un-signed we will assume that consent by you is given) for the purpose of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.

Season Tickets
Interest free loans are available for the purchase of a season ticket for travel to work.

Please return your completed application form to:

Human Resources at: personnel@npg.org.uk

Or by post

HR Department
National Portrait Gallery
2 St Martin’s Place
London
WC2H 0HE

by 9.00am, Tuesday 10 January 2017.

We are expecting to hold interviews Friday 20 January 2017. Please indicate on the form if you will not be available on any particular days during this week.

If you are delivering your application by hand, please take it to the reception desk at 39-45 Orange Street.

To ensure the best possible use of our limited resources we are unable to respond to every application. If you have not had a response to your application by Wednesday 18 January 2017, please assume that you have been unsuccessful on this occasion.

We would like to thank you for your time and effort in returning your application form.