



Craft & Design Retail Manager

Part time - 24 hours per week Tuesday – Friday (flexible)

Salary £13,440 - £14,720 (entry point linked to experience)

Main Purpose of the Post;

To lead the development, supervision and operational management of the Barn's craft retail spaces and to manage product commissions that promote the Barn as a centre for high-quality contemporary craft and design.

To maximize the income-generating potential of the Barn's retail spaces to support the ongoing financial sustainability of the Barn and contribute towards attracting increased visitors, participants and enhancing the overall destination profile of the venue.

You will be an important member of our small multi-disciplinary team where a positive approach to team-working is vital. The Barn's operations are supported by an extended team of volunteers, and the Craft & Design Retail Manager in conjunction with the Volunteer Coordinator, will be able responsible for coordinating relevant support from within this team when required.

You will be dynamic, organised and solutions focused, with a keen eye for detail and proven creative flair. Retail experience, excellent communication skills and a passion for craft and design will ensure that you are a positive ambassador for the Barn in this role.

Main Duties of the Post

Lead the effective operational management of the Barn's Craft & Design retail spaces

Liaise with national makers and designers to secure high-quality ranges of shop stock



Curate and manage the display of products within retail spaces, producing and providing product stories and makers information to maximise the visitor engagement.

Staff FOLD retail space on a regular basis.

Work closely with the Retail Assistant/s and/or volunteers to ensure overall shop appearance, housekeeping standards and excellent visual merchandising are maintained

Manage a programme of pop-up shops.

Support the Learning Manager to devise and manage a varied programme of contemporary Craft & Design workshops.

Assist in preparing FOLD for workshops and events as and when required.

Manage the commissioning process for “Hamewares” craft products that support the Barn’s cultural tourism offer.

Attend relevant trade fairs and events to represent the Barn

Be a responsible key holder for FOLD

Stock & Financial Management

Maintain stock levels, order stock, set prices, code stock, organise annual and regular stock takes and checks

Manage the budgets relating to the craft retail spaces throughout the Barn site and craft events/workshops

Maintain product, exhibitor and financial databases relating to all aspects of the Craft & Design Retail

Working with the General Manager, ensure appropriate levels of insurance cover are in place for stock and hires



Make arrangements for the delivery and return of craft & design products, condition checking and managing stock inventories

Ensure that all retail paperwork is updated and accessible to relevant colleagues

Manage and report on annual income targets that support the ongoing financial sustainability of the organisation

Marketing & Promotion

Support Scotland's creative industries, in particular craft & design sector by providing selling and showcasing opportunities for individual makers and SMEs

Guided by the Marketing Manager to build the Barn's public role in supporting and promoting high quality craft and design in Aberdeenshire through print and social media campaigns

Manage the social media streams for FOLD, ensuring they fit with the brand guidelines

Take the lead responsibility for the timely collation all Craft & Design retail images and copy for the Barn publications/publicity, liaising with makers/designers to source promotional copy and images

Monitoring & Evaluation

To provide the Senior Management Team with regular analysis of sales figures, feedback, and social media engagement statistics

To provide the Senior Management Team with regular budget reports



Team Working

Undertake reception and front of house duties within the Barn's retail areas when required.

Liaise with Programming, Learning, Marketing and Operational teams in order to embed the Barn's Craft Development work into the venue's wider creative and commercial programmes

Brief and supervise Barn volunteers with regard to their stewarding and sales in FOLD

Management of Retail Assistant

General

- To participate in relevant team meetings
- To provide relevant copy and data as required for funding applications and monitoring reports
- In liaison with the Senior Management Team, respond to any complaints received in an effective and appropriate manner
- To support teambuilding and fundraising events as part of the wider Barn team

Skills and Person Specifications

Essential	Desirable
<ul style="list-style-type: none"> • At least 1 year's experience of managing a creative retail or commercial environment • Customer focussed attitude • Natural Creative flair • Demonstrable knowledge of, and contacts within, the craft & design sectors in Scotland • Ability to create, update and manage website and/or social media content • Excellent ICT skills • Experience of financial and budget management • Excellent multi-tasking and organisational skills • Ability to work under own initiative, work to deadlines, and deliver to agreed targets. • Excellent verbal and written communication skills • Excellent interpersonal skills, with the ability to engage with people of all ages and backgrounds • A positive and solutions focussed approach in the workplace • Ability to work productively under pressure, and maintain attention to detail • Effective team player • Ability to travel independently 	<ul style="list-style-type: none"> • Relevant training or professional qualifications in the arts, creative industries or retail sectors • Graphic design skills • Experience of working with volunteers in a mentoring, training or supervisory role • Willingness to travel occasionally to establish professional contacts, attend national training and trade events



Hours

24 hours per week, Tuesday – Friday

A flexi-time system is in place to accommodate work outwith these core hours

Pay and Contract

This is a permanent post. A six-month probationary period will be required

134 hours Annual Leave entitlement (equivalent to 28 days pro rata)

Salary range £13,440 - £14,720 per annum (entry point dependent on experience)

Automatic enrolment into company pension scheme

Benefits

Complimentary tickets to selected shows

Priority booking for selected events at the Barn

For more information on the Barn and our work visit www.thebarnarts.co.uk