



Volunteer Role: Retail Management Volunteer

Purpose

The shop at the Heath Robinson Museum is looking for a volunteer or volunteers to join the Retail Committee which runs the highly successful shop at the Museum and online (see [here](#)).

The shop sources and develops merchandise featuring the work of William Heath Robinson and related to temporary exhibitions and the local area. Additionally, the shop features The Maker's Art, which supports local designers and craftspeople, whose work is affordable and sustainable. Our aim is for visitors to be stimulated and re-inspired every time they visit the Museum by offering varied products and works of art and craft.

The Retail team is led by the Retail Manager, supported by the Retail/Ecommerce Volunteer and the Curator of The Maker's Art, all of which are voluntary roles.

The Retail Team needs support in four areas: Inventory Management, On-site operations, Product Development and Retail Marketing. These tasks could be undertaken by one volunteer or shared across two or three volunteers.

What's involved?

Inventory Management

- Stock reconciliation and adjustments on EPOS - stock counting is overseen by the Retail Manager
- Stocktake processing and reporting on EPOS - stock counting is overseen by the Retail Manager
- Occasional supplier and product setup on EPOS & order raising
- Occasional stock receiving on EPOS - largely this is carried out by the Retail Manager
- Weekly reporting – currently shared 50:50 with the Ecommerce/Retail Volunteer
- Make weekly merchandise order recommendations to the Retail Manager
- Sales analysis (seasonal, annual and ad hoc)
- Ecommerce
 - Oversee the product content on the home page
 - With the Ecommerce/Retail Volunteer, balance stock availability between the on-site and online shops

On-site Operations

- Stock replenishment of the shop from the stockroom
- In store Visual Merchandising

Product Development (excluding The Makers Art) - Support the Retail Manager and Ecommerce/Retail Volunteer in this area

- Plan products/product ranges for development and identify images to apply to merchandise
- Identify potential suppliers and products against agreed plans
- Assess/negotiate potential profit margins, lead-times, stock commitment and stock-turn before orders are placed

Retail Marketing

- Draft retail copy for the monthly newsletters (2 weekly October to December)
- Draft communication plan for Christmas Activity (October to December).

What skills or experience will you need?

- Confident using computers and willing to learn to use the Museum's EPOS and Merchandising System
- Competency in the use of Excel
- Attention to detail
- Analytical
- Creative
- Contribute positively in a team environment
- Retail experience would be beneficial though not essential

What's in it for you?

Volunteering with us is a great way of meeting people and learning something new whilst helping support a local charity. Volunteers need no prior knowledge of Heath Robinson and his work; we will provide you with all the training you need. Like all our volunteers, you will get a 10% discount in our shop, 10% off select event tickets when purchased at the till & free entry to museum exhibitions. We can reimburse public transport travel expenses up to £5 per day and provide free onsite parking for volunteers.

How much time do you need to give?

The time commitment across all activities averages approximately 5 hours per week, though this varies seasonally.

Contact

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