



JOB DESCRIPTION

Job Title	Assistant Buyer
Department Directorate	Retail and Admissions Commercial and Operations
Reports to	Buyer
Salary	£23,598 per annum pro rata
Grade	Trading Company Grade 9
Duration	Permanent
Normal Working Hours	28.8 hours net per week (4 days)
Location	IWM London
Closing date	10 th October 2022
Interview Date	19 th October 2022

We are one of the world's leading authorities on conflict and its impact on people's lives – from 1914 through to the present day and beyond. Our collections are filled with personal stories and experiences, inspiring powerful and often conflicting emotions. We aim to share these stories with as many audiences as possible across the world in a way that engages and challenges them, increasing understanding of why we go to war and the effect that conflict has on people's lives. In other words, we expect our stories to change the way people think about war.

We rely on our staff to help us achieve this aspiration. You should be able to demonstrate the skills and competencies set out below, but equally we are looking for people who believe in what we do and who we are, and can treat every colleague, customer or visitor with respect, courtesy and honesty. We expect our staff to work flexibly and with enthusiasm. These are the qualities that make IWM such an extraordinary place to work.

Purpose of the job

Product is at the heart of retail and the quality and uniqueness of our offer translates directly to the bottom line. Our products act as a vehicle for the museums brand, and a memory for our visitors from their visit to one of our five branches. Gift and Printed Products generate approx. 60% of Retail sales and are an important source of income to IWM.

Reporting to the Buyer, this post is responsible for several key administrative duties within the department as well as assisting the buying team in sourcing and developing a wide variety of gift and printed products. This post will include a small level of product development and sourcing.

Key duties

- You will be expected to work independently as well as across different teams in order to contribute to and deliver the priorities of IWM - using your knowledge, skills, talent and potential to the best of your ability.
- You will focus at all times on delivering excellent customer service, ensure value for money at all times while being professional, courteous and demonstrating the behaviours and attributes expected of all IWM employees. You will also adhere to all corporate standards, and use corporate systems as directed to ensure consistency of service, brand and operational standards.
- You will be expected to work across departments effectively, working with individuals, partners and where appropriate volunteers.
- To identify and implement learning and development needs of both yourself and your team, including volunteers, if appropriate.
- You will be expected to comply with corporate standards, and use corporate systems, processes and procedures – and undertake any necessary training as directed.

In addition, your duties will include:

Administrative support

- Responsible for sample management.
- Work with suppliers to create and manage Product spec sheets to ensure that all product information is captured for training and Online shop purposes.
- Create and maintain range crib sheets to support branches with product knowledge and present crib sheets to branch teams during product training sessions. Support the Buying team in the setup of new suppliers, sending out New supplier forms, Trading terms and Product spec sheets. Managing the timely delivery and return of these.
- Manage the inventory of props at the Distribution centre and at branch for visual merchandising activities.
- Support the Buying and Ecommerce teams on photo shoots and update photography records on a monthly basis.
- Assist the Buying and Merchandising team during external competitor shops to record findings.
- Manage catalogues and supplier enquiries.
- Organise supplier meetings.
- Attend Retail trading meetings with minute taking. Support the shops with the Point of sale signage.

Sourcing and Product Development

- As directed by the Buying Manager, source a small selection of products that are aligned with the Buying strategy.
- Understand IWM audience profiles to develop products are targeted to these specific customer types.
- Write design briefs for internal and external designers when creating new artwork for product.
- Work with internal departments including exhibitions, curatorial and collections teams to research new ideas and material, ensuring accuracy in any historical details.
- Develop strong supplier relationships, negotiating costs and agreeable trading terms to deliver maximum profits back to the museum. Source new suppliers in line with the product development ~~critical path~~.
- In conjunction with the Buying and Merchandising team, agree initial order quantities and retail prices.
- Clear any copyright agreements on all new product development projects where required.
- Ensure all products meet UK Health and Safety and Trading Standards Legislation, obtaining certification where required.
- Adhere to the critical path and monitor dates closely to ensure that all new lines meet agreed deadlines and launch.

- Review range performance, highlighting concerns and opportunities to make recommendations to the Buying and Merchandising team to drive profit.
- Ensure product development costs such as design fees and manufacturing set up costs are signed off with the Buying Manager and raised correctly on the system.
- Manage the development of any new packaging projects adhering to the IWM brand guidelines.
- Keep abreast of market trends across high street and heritage sectors. Attend trade shows to source new product opportunities.
- Support the Retail team in the visual merchandising of new range launches instore.
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General

- Assist and provide cover across the department as required. Assist with stocktaking at each site.
- Take on other related duties as and when required by The Head of Department.
- Occasional evening, and weekend work and Overnight stays will be required.
- Staff must be aware of and abide by the Museum's information security and data protection policies regarding the handling of all sensitive and personal data.

You may be required to manage, liaise and/or have contact with our volunteers.

This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Additional Information

See organisation chart for the role – including number of direct reports, team size etc.

Continuous development

We expect you to maintain and enhance the knowledge and skills you need to deliver a professional service to our colleagues, customers and visitors. This will also ensure you continue to make a meaningful contribution to IWM.

Why Work for Us

Our four values guide us in our day-to-day work, but they also set principles for how we expect all of us to behave:



Person Specification:

	Essential Criteria	How this will be assessed
1	Educated to GCSE or equivalent	Application Form
2	Previous experience working within retail	Application Form
3	Demonstrates a naturally creative flair and attention to detail	Application Form and Interview
4	Computer literate with knowledge of Microsoft Word, Excel, PowerPoint, Internet	Application Form
5	Experience of working with a computerised stock system	Application Form
	Key competencies	
6	Continuous Improvement	Application Form and Interview
	Takes a proactive approach to problem solving Actively keeps up-to date with relevant changes and deals with unpredictable problems as they arise on a day-to-day basis, applying new learning all the time	
7	Results Drive	Application Form and Interview
	Pragmatic and focused approach that is objectives driven. Well organised, flexible, manages own workload efficiently, copes well with the variety and volume of work. Thinks laterally and creatively in order to overcome obstacles. Follows through and ensures positive results are achieved.	
8	Team working and Collaboration	Application Form and Interview
	Excellent collaboration skills and is able to contribute to creating a productive working environment. Actively contributes to creating a mutually supportive environment by willingly helping others. Develops trusting relationships with peers and colleagues	
9	Customer and Communications Skills	Application Form and Interview
	Excellent written, face-to-face and telephone skills. Strong networking skills Ability to influence others	
10	Promoting Diversity	
	Recognises and values the benefits of diversity amongst staff and suppliers and tackles own's potential for bias	Application Form and Interview
11	Financial Management	Application Form and Interview

	Understands financial rules and regulations and applies them consistently, possesses a good standard of financial understanding. An accurate working style, under-pinned by excellent attention to detail skills.	
12	Making the most of New Technology	Application Form and Interview
	Constructs and meticulously maintains efficient record keeping systems. Applies technology to maximise effectiveness. Works systematically with data and information systems.	
13	Desirable Criteria	
	Experience of working in buying (Head office retail environment)	Application Form
	Knowledge, understanding and appreciation of the IWM's subject matter aims and objectives.	Application Form and Interview

Benefits

As an employee of the IWM Trading Company, the benefits listed below are discretionary and IWM reserves the right, with due notice, to vary or withdraw them at any time. All such benefits apply during the course of your employment only.

- The annual leave allowance is 25 days per annum plus public holidays rising to 30 days after 5 years
- Access to our Pension Scheme arrangements including employer contributions.
- 20% discount in all IWM's on-site shops.
- A 25% discount in IWM's cafes.
- Free entry to all IWM Airshows at IWM Duxford.
- Free entry to a large number of other museums & galleries and their exhibitions which we have reciprocal arrangements with.
- Enhanced maternity and paternity benefits dependent on length of service.
- Access to our in-house training programmes and development
- Access to an interest free season ticket loan scheme
- Access to a Ride 2 Work Scheme
- Access to our Employee Assistance Programme, and Career Development Advice.
- IWM staff also have access to The Charity for Civil Servants services and support.
- Eligibility to join the Civil Service Sports Club, securing additional discounts and benefits.
- Access to social events run by groups with IWM.

Selection

The candidates who appear from their application to best meet the essential criteria will be invited to interview. It is thus essential that your application form gives a full but concise description of the nature, extent and level of the responsibilities you have held. The short listing criteria are detailed under the personal specification. Please ensure that you address each of the

areas that are to be assessed on your application form. Applications by CV only will not be accepted.

To Apply

Apply online via our website www.iwm.org.uk/corporate/jobs

Please note we do not accept only CV's, you will be required to fill in an online application form.

If you have any queries please contact us at careers@iwm.org.uk

The closing date for receipt of applications is 9 am, Tuesday 4 October 2022

Interviews will be held shortly following. Please note that the interview date(s) has been specifically chosen according to the availability of the panel. You are advised to keep this date free if you are interested in this vacancy. We are unable to reschedule interviews.

IWM is committed to a policy of Equal Opportunities.

We miss out when people feel IWM isn't for them, and are committed to removing and reducing barriers to make IWM open to everyone.

Our Access and Inclusion strategy has been developed to promote openness, equal opportunities to access, inclusivity and encourage diversity in everything that we do, from employment practices, the services we provide to our visitors to the facilities we make available to public.

At IWM we seek to address the need for greater diversity within our workforce as well as the wider museum and heritage sector. In all our practices we embrace diversity and promote equality of opportunity and we welcome applications from suitable candidates of all backgrounds.

IWM is committed to safe recruitment and all necessary disclosure and barring checks are mandatory, with higher level checks including Barred Lists for all sensitive roles.