

# HOME OF METAL



## Home of Metal Exhibition Pop-up Shop Coordinator 2 x Freelance Roles / 3 – 4 days per week

**Fee:** £90 per day

**Location of post:** Birmingham Museum & Art Gallery

**Deadline for applications:** 5pm, Friday 31 May, 2019

**Interview date:** Friday 7 June, 2019

**Start date:** week commencing 24 June, 2019

### ROLE DESCRIPTION

*Black Sabbath - 50 Years* is a major exhibition exploring the legacy of Black Sabbath and their global fan base. A blockbuster exhibition devoted to the music that was born in and around Birmingham. Music that turned up the volume, down-tuned the guitars, and introduced a whole new meaning to the word 'heavy'. The exhibition celebrates Black Sabbath from the perspective of their fans, to show the impact and cultural legacy of the band as pioneers of Heavy Metal, and to celebrate this unique, significant part of British music heritage. For further information about Home of Metal please visit:

[www.homeofmetal.com](http://www.homeofmetal.com)

We are currently recruiting staff to maintain and manage the Home of Metal Exhibition Pop-up Shop - enhancing visitor experience providing a high level of customer service.

### Main Duties

- Proactively engage with customers, have good knowledge of products, offer advice & guidance.
- Provide excellent cash handling skills whilst operating the point of sale systems, accurately recording all daily sales.
- Operate a PDQ device for sales.
- Maintain the appearance of the shop, ensuring that it is always clean and attractive.
- Maintain accurate records of stock and advise the core team when items are running low.
- Take an adaptable and resourceful approach to all daily retail and operational procedures.
- Have a friendly, welcoming and experienced approach to customer service.
- Follow all Birmingham Museums Trust procedures whilst working within the Gas Hall at Birmingham Museum & Art Gallery.

## PERSON SPECIFICATION

### Essential Knowledge and Experience

- Experience in a customer or sales facing role where engaging customers in a meaningful and enjoyable exchange is key
- Visual merchandising and display experience
- Working knowledge of stock control
- Experience of cash handling
- Ability to work on own initiative and at busy times.

### Desirable Skills and Competencies

- Strong interpersonal skills
- Reliable and committed
- Ability to learn and retain new information quickly
- Flexible, resourceful and adaptable in approach
- Ability to self-motivate and use initiative when working alone
- Confident in speaking with different and diverse groups of people
- Interest in and knowledge of the Exhibition content

### Core Hours

Whilst these hours may vary depending on additional events the core hours of operation are:

Monday – Thursday	9.30am – 5.30pm
Friday	10.00am - 5.30pm
Saturday – Sunday	10.30am – 5.30pm

These include 30 minutes prior to the exhibition opening and 30 minutes after exhibition closes. Breaks will be covered as required.

### Application process

To apply please send an up to date c.v. and accompanying letter (of no more than 2 sides of A4) outlining your relevant experience and why you are interested in this role to Beth at [info@homeofmetal.com](mailto:info@homeofmetal.com) by **5pm, Friday 31 May 2019**. Interviews will be taking place on **Friday 7 June** and we will notify candidates that we wish to interview by **5pm Wednesday 5 June**. If you haven't heard from us by then please assume your application has been unsuccessful on this occasion. Due to the high volume of applications we cannot provide feedback on unsuccessful applications.

We are an equal opportunity employer and value diversity. We do not discriminate on the basis of race, ethnicity, religion, national origin, gender, sexual orientation, age, marital status, or disability status.