

Join our dynamic Team for the Festive Period – Now!

Craft NI Gallery Assistant (Seasonal) **Job Description**

Company: Craft NI

Location: Craft NI Gallery, 115-119 Royal Avenue, Belfast

Duration: Fixed -Term 4th October - 31 December 2021

Hours: Monday to Saturday as per gallery rota, minimum 2 days per week; occasional evening opening.

Salary: £9.50 per hour

Reporting to: Craft NI Gallery Manager

About Craft NI

Craft NI, exists for the promotion and development of the design-led contemporary craft industry in Northern Ireland and is a registered charity. It supports the craft industry through:

- Professional and business development programmes, helping NI makers build sustainable practices;
- A gallery, online shop and exhibition space showing and selling some of the best of NI craft;
- An information and signposting service for makers and customers, including a Craft Directory, Craft Map of NI and regular communications through all channels;
- Promotional campaigns and advocacy activities to raise awareness of Northern Ireland's talented craft sector.

Craft NI is funded by the Arts Council of Northern Ireland and it earns additional income through selling the work of over 50 NI makers in its gallery in Belfast City Centre and online. For more information please see: www.craftni.org

Purpose of Role

To work as part of the Craft NI team with a specific focus on the retail gallery. Providing a warm and welcoming environment to visitors, providing excellent customer service, ensuring that all customers leave with a positive experience. Deal directly with craft makers through accepting deliveries of new work, pricing displaying, selling and stock management. Providing support to the Craft NI team with administrative duties.

DUTIES AND RESPONSIBILITIES

- Providing excellent customer service
- Till duties and cash handling
- Stock maintenance
- Deal with enquiries over the phone and by email
- Visual merchandising
- Acquire and maintain excellent knowledge the craft on showcased in the gallery
- Providing support to Craft NI for programming and exhibitions (occasional evening work)
- Providing support in social media / marketing
- General cleaning duties
- Providing support for exhibition set up and take down
- Adhere to the organisation's policies and procedures at all times
- Other duties as required.

ESSENTIAL CRITERIA

- At least one year's experience of working in a retail / customer focused environment.
- Exceptional customer service skills;
- Exceptional oral and written interpersonal skills
- Good numeracy and attention to detail;
- Professional working knowledge of Microsoft Office and Apple Applications
- Good attendance and punctuality;
- Be a team player
- Have a positive and flexibility approach to work
- Be available to work weekends and evenings as required
- Eligibility to work in UK

DESIREABLE CRITERIA

- Knowledge and understanding of the contemporary craft sector in Northern Ireland
- Experience in an administrative role
- Excellent photography skills
- Experience of social media content creation

HOW TO APPLY

Please send a cv and covering letter outlining your suitability for the role by:

12.00 noon on Friday 23 September 2021

To:

**The Gallery Manager
Craft NI
gallery@craftni.org**

Interviews will be held week beginning 27th September.