

## **Gallery Manager & Design Consultant**

The Steensons are a family run Independent Jewellery manufacturer and retailer. We specialise in fine quality handcrafted contemporary jewellery which we manufacture in our Co. Antrim workshop. We also stock a range of work from other craftpeople and small brand names. We have established our own market niche over the five decades we have been in business and we have a very loyal and long standing customer following.

Our business has grown due to the quality of our products and the high level of customer service. Customer engagement and loyalty is at the heart of our customer service and the role of the Gallery Manager is key to the success of the team and the business.

We are looking for an experienced, creative, highly motivated Manager who enjoys interacting with people. A good team leader with a proven track record in achieving sales of luxury goods and bespoke design customer service. Your professionalism, passion and leadership style should reflect the standards and ethos of our company.

There are two main facets to our manager's role, the first being the smooth running of the store. Overseeing and motivating a small established sales team in our primary retail outlet on Bedford Street. Handling staff rotas, absences, and holidays. Detailed end of months sales reporting to the bookkeeper and cash handling. You would also be responsible for stock taking and ordering from the workshop and other artisans who supply work to the store. General upkeep of the store appearance, merchandising, SM marketing and keyholder duties.

The second main aspect of the job is handling and overseeing bespoke commissions, designing for the client within the Steensons brand style. Training will be provided, but experience in jewellery, bespoke design or consultation lead sales is sought after. A natural tendency towards clean lined aesthetics is desirable to suit the Steensons brand. In today's world where sustainability is of ever-increasing importance to our clients, we are remodel existing jewellery more and more. Do you think you can look at a piece of jewellery, deconstruct it in your head to raw materials and communicate new ideas to a client?

You will need to develop a relationship with the customer, interpret their ideas into a Steenson design, measure the materials to be used accurately and estimate for the work using our costing framework. Communicate the design effectively to the CAD team and/or the workshop for the manufacturing to be carried out by our team of goldsmiths. And to see the completed article fulfilled to the point of collection by the client.

You will be responsible to oversee and estimate for jobs acquired through similar consultations by the sales staff in your team. Ensuring the smooth running of all the bespoke orders being commissioned through the store.

This role is a full time 41 ¼ hrs per week inc Saturdays.

Salary £26-32,000, compensation offering may vary depending on experience and attributes being brought to the role. (Salary consists of basic plus average commission, therefore annual variation will occur)

### **Essential Criteria**

- Minimum of 3 years' experience in a similar supervisory/managerial retail role
- Minimum of 2 A'levels and 5 GCSE's at grade C or above (including English & Maths)
- High standard of customer care
- Visualisation and design skills
- Excellent verbal and written communication skills
- Organised with attention to detail
- A proven track record in achieving sales targets
- A flexible approach to working hrs, as additional hours may be required to cover staff holidays and busy/seasonal periods
- Saturday work
- Excellent IT skills and experience in collecting, collating and assimilating data for evaluation and reports

### **Desirable Criteria**

- Knowledge in the jewellery / craft industry
- A degree in any related discipline; i.e. Business studies, Management, Fine or Applied Art, Marketing.
- A creative interest/background in design/ fine craft
- A qualification in customer care
- CAD, Illustrator and Photoshop skills
- Previous experience in marketing or PR
- Experience in Store Security and keyholder duties
- Experience of e-commerce and social media to engage with customers

### **Your main responsibilities and duties would be**

- An ambassador for Steensons
- Designing and costing bespoke work for clients
- Motivating and managing the store sales team to increase sales
- Maximising profitability and meeting sales targets
- Customer service – Direct sales, bespoke orders and dealing with customer concerns, feedback and complaints
- Efficient stock control through in store computerised systems
- Organising sales promotions and in-store events
- Analysing sales figures and forecasting future sales volumes
- Maintaining a high level of Visual Merchandising
- Maintaining awareness of market trends and monitoring what competitors are doing
- Providing reports to senior company directors

- Organising staff rota and holiday cover
- Maintaining clear communication with workshop personnel

Closing date 29<sup>th</sup> December 2022