

Art Sales Co-ordinator
Artistic Programmes Department: Exhibitions Team
Up to £24,000 plus attractive benefits

The Royal Academy of Arts is one of the UK's foremost arts institutions, famous for its world class exhibitions including *Sensing Spaces: Architecture Reimagined*, *Manet: Portraying Life* and *David Hockney RA: A Bigger Picture*. Our purpose is to be a clear, strong voice for art and artists. The Royal Academy of Arts is dedicated to promoting the creation, study and enjoyment of art to all audiences. Led by eminent artists and architects, it is unique in having practitioners at its very core.

Our visitors love the opportunity to buy art work in the Summer Exhibition and they will now be able to buy art work year round. To make this happen, we need an exceptional individual to join the team as its Art Sales Co-ordinator.

You must be a confident and experienced salesperson with a demonstrable track record of success. Ideally you will have experience of selling artwork both online and physically.

You will have the ability to learn quickly about prints and artwork and discuss them with potential buyers. Your excellent communication skills will allow you to answer customer enquiries to a high standard, both in person and by phone. You must be highly numerate, commercially minded, and confident discussing sale prices and carrying out transactions. Previous high-level customer service experience is essential.

The role will include close liaison with artists regarding the display and sale of their work. Tact and diplomacy is essential at all times.

The successful candidate will administer and co-ordinate the multi-channel sale of artwork. Supremely well organised and a strong administrator, you will have an 'eye for detail' to ensure the integrity of records and accuracy of administration. You must be highly computer literate and experience of computerised till/cash points and customer databases would be advantageous.

Candidates must complete an application form to be considered for this position. You will find our application form and further details about this position in the **How to Apply** section of the Careers page on our website: <http://www.royalacademy.org.uk/careers-at-the-ra>.

Closing date for applications: 24 September 2014
Interviews to be held: 1&2 October 2014

JOB DESCRIPTION

JOB TITLE: Art Sales Co-ordinator
DEPARTMENT: Artistic Programmes - Exhibitions
REPORTS TO: Summer Exhibition Manager

MAIN OBJECTIVE

To administer and co-ordinate the multi-channel sale of artworks. To support and develop the sale of artworks to customers. To follow Academy procedures for the display, receipt, storage, packaging and dispatch of stock. To liaise closely with artists regarding the display and selling of their work and to co-ordinate the production of artists' prints.

MAIN DUTIES

- Demonstrate a good working knowledge of the artworks on offer, and use this to provide excellent art-content oriented sales and customer service, physically at the Royal Academy and over the phone/e-mail (as support to the front-line Visitor and Friends Experience and Retail teams)
- Negotiate/establish terms and conditions with artists and draw up contracts both for the production of new prints and the consignment of existing prints. Insure artworks against damage or loss
- Collate artwork details and copy: develop succinct and high quality copy for every artwork's listing for the Ecommerce platform; liaise with Marketing, Digital and Ecommerce teams regarding content for stock setup, online shop setup, mailings, brochures etc. Obtain digital images of artworks for display and marketing purposes
- Within the Exhibitions team, and supporting the Schools' print production, work closely with Digital and Marketing teams to plan and produce additional content to support sales (update relevant website sections, e.g. interviews with artists, twitter feeds; organise launches and viewings)
- As appropriate, take sales orders and process them directly in the retail stock/EPOS system (Navision) or via the online shop (Magento)
- Liaise with the Retail team to process, pack and post orders (from the RA campus or warehouse). Liaise closely with the Retail team overall to ensure the prompt despatch of orders, the regular return of picking lists, and receipt of returned orders.
- Work with Marketing to collect and record buyers' details; maintain a central database for art sales, ensuring all buyer details and purchase history are up to date and input correctly
- With the support of the Marketing team, develop and install space at selected art fairs; attend the fairs to support sales and raise awareness of this initiative
- Liaise with Finance regarding payments to artists and/or RA Editions

- Assist the relevant RA departments to monitor overall sales performance
- Comply with all relevant Health & Safety policies, procedures and regulations and take appropriate and reasonable care for the safety of colleagues and visitors to the Academy
- Undertake any other duty, which may reasonably be allocated by the Exhibition Manager or Head of Material Processes or other senior officer within the Exhibitions and Schools print teams.

SPECIFIC DEPARTMENTAL DUTIES

RA Art Sales (consignment art sales; estimated time on these duties 4 days a week)

- To support the Summer Exhibition team in establishing the content strategy for the overall art sales “portfolio”
- To negotiate/establish terms and conditions with invited consignment artists and draw up contracts
- To insure commissioned artworks against damage or loss
- Liaise with transport agents and coordinate delivery logistics between commissioned artists and RA campus/warehouse
- Receive and log artworks for stock and display. Check deliveries against loan agreement/consignment note to ensure accurate delivery, and against delivery note for shortage, overage or damage. Notify any deficiencies to the Retail team (Warehouse Manager) and consignor. Ensure an accurate record of delivery is kept. Assist with the physical and digital hang of the exhibition and display of related material; help to log exhibited works and proof the ‘List of Works’.
- Assist the Retail team to process, pack and post orders (from the RA campus or warehouse). Liaise closely with the Retail team overall to ensure the prompt despatch of orders, the regular return of picking lists, and receipt of returned orders.

RA Editions (prints published by Schools; estimated time for this duty is 1 day a week)

- Make logistical arrangements for commissioned artists to come to the RA Schools to make prints in consultation with Head of Material Processes (co-ordinate diaries; consult on booking of workshop time, labour, etc.
- Support Schools team and printers whilst editioning and publishing prints and provide assistance as required
- Make logistical arrangements to pack and store prints
- Ensure a smooth handover from the manufacture process in Schools, to the sales process following this
- Support Head of Material Processes in the operational aspects of RA Editions sales e.g. hangs, customer enquiries, etc. (duties will mirror those below for RA Art Sales)

PERSON SPECIFICATION

ESSENTIAL AND DESIRABLE QUALITIES AND SKILLS

- Excellent communication skills: patience, tact, confident manner, good listener and quick thinker
- Confident salesperson: previous sales experience; ability to learn quickly about prints and artworks and discuss them with potential buyers, thereby maximising sales potential. Prior knowledge of Fine Art printmaking and an awareness of its production, history and the associated publishing industries are desirable
- Good interpersonal skills: as the first point of contact, frontline employees represent the Royal Academy; ability to communicate effectively with many different/diverse people.
- High-level customer service experience: ability to handle difficult and demanding people sensitively and effectively
- Excellent command of English, written and oral communication skills: ability to answer customer enquiries to a high standard in person, on the telephone and by email
- Must be highly computer literate: excellent knowledge and experience of MS Office; experience of computerised till/cash points and customer databases would be an advantage
- Highly numerate: experience of handling and accounting of cash in the sales context
- Methodical with an 'eye for detail': required for information storage and retrieval, record keeping, proofreading, etc.
- Good team-player: keen to work closely with colleagues in providing a high-quality of service; must be willing to make and accept suggestions for changing working practice
- Ability to be creative in their thinking and approaches with a sensitivity for the needs of Art and Artists
- Flexible and adaptable: willingness to work additional hours and assist at morning and evening events
- Trustworthy and responsible attitude
- Tasks may involve lifting and carrying prints/artworks, boxes of leaflets and reference booklets, etc.