
Westminster Abbey



Buyer

Job description and person specification



Job description

JOB TITLE:	Buyer
DEPARTMENT:	Retail, Westminster Abbey Enterprises Limited
POST REPORTS TO:	Head of Retail
JOB SUMMARY:	Source and develop profitable product ranges for the retail outlets at Westminster Abbey
KEY RELATIONSHIPS:	Merchandiser, Retail Administrator, eCommerce Manager, the retail team, Library and Collections staff. External: Suppliers, Visual Merchandising Consultant.

MAIN DUTIES AND RESPONSIBILITIES:

- Source and develop products reflecting the ethos and brand values of Westminster Abbey and the international customer profile.
- Manage all stages of product sourcing and development from negotiation to production, in line with range plans and sales analysis as agreed with the Merchandising team.
- Ensure ranges and products meet sales and margin targets, quality standards and are packaged and/ or labelled appropriately and consistently.
- Regularly review sales performance, using insights to inform future buying decisions.
- Manage suppliers and designers' relationships and performance, in terms of lead times, quality control, costs and delivery, for all new products.
- Prepare and communicate relevant product information to the wider retail team and ensure product information is accurate for our Epos and Website systems.
- To ensure current ethical and environmental trading policy is followed and relevant safety certification provided in the selection of new suppliers and sourcing of product.
- Liaise with the Head of Retail and the Senior Shop Supervisor to ensure new products and ranges are effectively displayed and promoted within the retail outlets

Other

- Regular competitor review
- Keep abreast of retail trends
- Undertake any other tasks that may reasonably be requested by the Head of Retail.

This job profile will be kept under review, and may be amended by Westminster Abbey Enterprises Limited from time to time. Any proposed changes will be discussed with the post holder.

Person specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.

Qualification / Training

- Educated to at least 'A' Level standard

Knowledge / Skills

Essential:

- Creative flair and a good eye for detail
- Excellent communication skills, with the ability to communicate effectively at all levels
- Strong negotiating skills
- Good presentation skills
- Knowledge of retail systems and ability to analyse sales performance data
- Financial skills required to manage prices, costs and margins
- IT skills: proficiency in Microsoft Outlook, Word and Excel
- Good organising and planning skills
- An understanding of the unique setting at Westminster Abbey – a major visitor attraction and working church

Desirable:

- Confidence in using Adobe Photoshop
- An understanding of, and sympathy with, the mission and values of Westminster Abbey

Experience

- Proven in-depth experience of product development gained in the gift, heritage or museum sectors
- Experience developing products and ranges in differing formats and materials

Attributes / Qualities

Essential:

- Creative flair and a good eye for detail (also listed under skills due to its dual relevance)

Desirable:

- An interest in British history, art history and/or architecture

Circumstances

- Occasional overnight domestic travel to trade fairs, conventions, etc. will be required.