**Volunteer Role: Retail Management Support**

The Heath Robinson Museum shop is seeking one or two **Retail Management Support** to assist the **Retail Manager** and Retail Committee in running the Museum's successful on-site and online shops.

This role helps ensure the shop continues to reflect the creativity of William Heath Robinson and supports local designers through *The Maker's Art* range.

The **Retail Management Support** works under the guidance of the Retail Manager and alongside the **Retail/Ecommerce Volunteer** and **Curator of The Maker's Art**.

**Time commitment:** Around 5 hours per week
**Training:** Provided

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## Main Responsibilities

### Product Development & Buying

- Assist in planning and sourcing new product ranges.
- Identify suppliers, images, and designs for new merchandise.
- Review costs, lead times, and margins before orders are placed.

### Inventory Management

- Share responsibility for weekly sales and stock reporting.
- Recommend product reorders to the Retail Manager.
- Help with seasonal sales analysis and annual stocktake.
- Enter stock adjustments, supplier details, and new products in the EPOS system (Venpos).
- Support the balance of stock between the on-site and online shops.

### On-Site Operations

- Help restock the shop from the storeroom and keep displays tidy.
- Assist with visual merchandising to ensure the shop looks inviting.

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## Skills & Experience

- Confident using computers and Excel; willing to learn the EPOS system (Venpos).
- Detail-oriented, analytical, and creative.
- Team player who enjoys collaboration.
- Retail experience helpful but not essential.

*This role works closely with and supports the Retail Manager in all areas of product development, stock management, and on-site presentation.*

**What's in it for you?**
Volunteering with us is a great way of meeting people and learning something new whilst helping support a local charity. Like all our volunteers, you will get a 10% discount in our shop, 10% off select event tickets when purchased at the till & free entry to museum exhibitions. We can reimburse public transport travel expenses up to £5 per day and provide free onsite parking for volunteers.

**Location**
Heath Robinson Museum, Pinner Memorial Park, West End Lane, Pinner, HA5 1AE

**Contact**
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