



Photo: Pop Up with The Bakehouse by Marc Hindley

# FINDHORN BAY ARTS

## Vacancy: Retail & Sales Assistant

**Are you aged 18-24?**

**Are you unemployed and currently receiving Universal Credit?**

**Would you like to get 6 months paid work experience?**

**If the answer is yes then you could apply for the position of Retail & Sales Assistant with Findhorn Bay Arts, through the Kickstart Scheme.**

**Please apply via your Job Centre or by speaking with your Job Centre work coach.**

**Deadline for applications: 12noon, 21<sup>st</sup> May 2021**

### About Us

Findhorn Bay Arts (FBA) is an award-winning creative producer of cultural events and activities firmly rooted in the communities of Moray. Its vision is to make Moray a place of creative opportunity for artists, audiences, and participants.

Established in 2012, it is a non-profit organisation, a company limited by guarantee [SC413997], and a recognised Scottish charity [SC049867].

FBA has grown considerably over the past nine years from an initial Culture Day celebration to producing a year-round programme of high-quality arts and cultural activities for people of all ages.

Development has been significantly informed by a desire to increase recognition for the Moray creative sector and for the positive role that arts and culture can make in so many parts of our lives. Findhorn Bay Arts has been a driving contributor to the revitalisation of the region as a

creative place, including establishing the Ignite Moray Youth Arts Hub, co-founding the Culture Cafe creative network, and contributing to the Moray Cultural Strategy: We Make Moray.

Its signature event, the biennial Findhorn Bay Festival, is a spectacular celebration showcasing exceptional artists, all set in unexpected places and scenic locations. A year-round programme encompasses creative community events, education, outreach, volunteering, artist residencies, and networking events attributing to making quality creative activities accessible across a region where the cultural budget has been reduced by 100%.

In recognition of the social, cultural, and economic impacts of its work, FBA has a strong reputation for working in partnership with a wide range of local, regional and national partners, attracting year-on-year support as well as winning numerous awards.

The Findhorn Bay Festival plays a major role in attracting visitors to the region contributing nearly £900,000 to the local economy.

The organisation is about to undergo an exciting period of change with new longer-term projects as well as planning for two Festivals in 2022 and 2024. The time is right for Findhorn Bay Arts to expand its core team.

### **Retail & Sales Assistant Introduction**

Food, culture, and creative regeneration have always played an integral part in Findhorn Bay Arts' work.

In 2020, in partnership with Findhorn's acclaimed café and bakery The Bakehouse, FBA ran a pop-up shop selling organic bread along with fruit and vegetables from local growers and producers. On the back of this hugely successful partnership, Findhorn Bay Arts launched a pop-up Festive Market Shop in December and sold a wonderful array of food and festive gifts all made by local food producers, artists, designers, and makers.

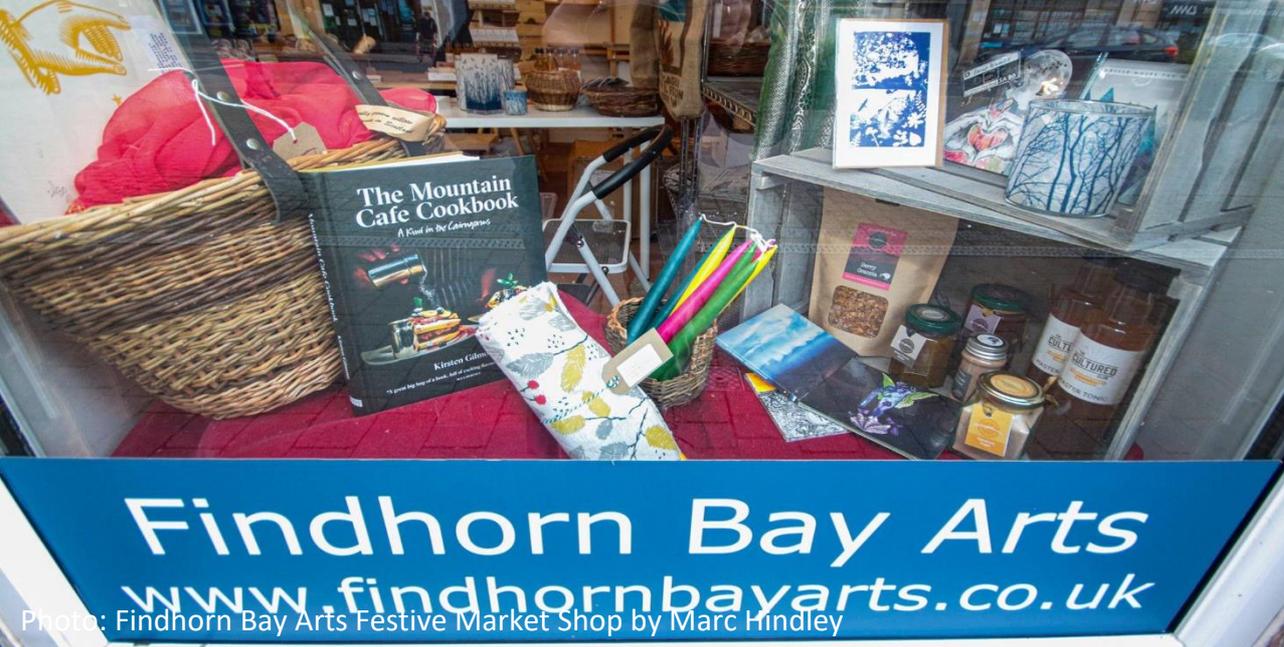
Findhorn Bay Arts is now embarking on developing a mini-market shop and hub from its base on Forres' High Street to complement its annual events and activities programme and be a focal point for information and a creative hub for the local community.

The role of a Retail & Sales Assistant is for a six-month period of paid work experience.

This role will encompass all the general day-to-day duties of a sales assistant in a pop-up retail and food shop, at reception/box office for live events alongside carrying out general administration duties for Findhorn Bay Arts.

Previous experience of working within a shop would be helpful as well as some experience of administration duties. You could have some knowledge, interest of the creative industries and demonstrate a passion for the arts. You will need to be efficient, responsible, flexible and hard-working being able to work on your own and as part of a team.

Working closely with the Findhorn Bay Arts team and under the direction of the shop manager, the role will vary according to customer levels, event programme, and shop opening times depending on the time of year.



### Key Details

Job Title: Retail & Sales Assistant  
Contract: Fixed-term contract, 6-months  
Location: Forres, Moray  
Salary: National Living Wage (depending on age)  
Hours: P/T, 25 hour per week, flexible working necessary  
Starting: June 2021  
Reporting to: Shop Manager

### Job Description

#### Purpose

To provide retail and sales support relating to FBA's shop and assist with live events.

#### Responsibilities

- Provide general administrative duties in relation to the shop;
- General office duties and day-to-day administration tasks including maintaining up-to-date records and contact lists;
- Undertake general reception and box office duties at live events;
- Deal with customers in a friendly, courteous and patient manner, ensuring the highest standard in customer care at all times;
- Liaising with suppliers and replenishing stock;
- Keeping the shop floor/reception/box office clean and tidy;
- Reconciling shop/box office;
- Opening and closing the shop/box office when necessary;
- Responding to requests for information about merchandise/events;
- Assist in the distribution of printed publicity materials (posters, leaflets and programmes).



Photo taken with The Bakehouse by Marc Hindley

## Person Specification

### Skills and Experience

- Good organisational and methodological skills;
- Good written, verbal communications and presentation skills;
- Good numeracy and arithmetic skills;
- IT competency Word, Excel & Social Media;
- Experience of working to schedules and deadlines;
- Some experience in a customer service environment, dealing with people in person and on the phone;
- Experience of cash handling.

### Personal Qualities

- Confident telephone manner;
- Excellent customer care and problem-solving skills;
- An interest in arts and culture;
- A good team player who can work on own initiative and work under pressure;
- An appreciation of sales opportunities and an aptitude for selling.

### Training and Qualifications

- Good level of education (passes in National 5 / Higher or equivalent) or relevant experience;
- National 5 Maths and English or equivalent.

## How to Apply

**Deadline for applications: 12noon, 21<sup>st</sup> May 2021**

**This job is funded through the Government's Kickstart Scheme and all applicants must be receiving Universal Credit and aged between 18-24 years. Please apply via your Job Centre or by speaking with your Job Centre work coach.**

If you require further information before completing your application, please feel free to contact [director@findhornbayarts.com](mailto:director@findhornbayarts.com) for an informal conversation about the role.