

JOB DESCRIPTION

JOB TITLE: Sales Assistant

REPORTS TO: Retail Manager

DATE PREPARED: April 2026

1 JOB PURPOSE

Working in our gallery retail shop, you are often the last (and sometimes the first) point of contact for visitors, and as such play a key role in making everyone's experience of The Hepworth Wakefield enjoyable and memorable. Our ideal candidate is motivated by providing great service, getting to know our customers and recommending products that will suit their every need.

All profits generated by The Hepworth Wakefield's retail business go directly to the charity, providing vital income to enable us to build our collection, put on worldclass exhibitions and run engaging events and programs for our community. Our successful candidate will be someone who enjoys selling and takes pride in building their product knowledge and customer service skills to help us make the most of every visitor.

You will be self-motivated and responsible, with the attention to detail required to support us in running a successful and profitable business. We take an omnichannel approach to retail so although your work will be primarily focused on our bricks and mortar store, you may also have the opportunity to support the growth and maintenance of our online store.

We are looking for someone who can primarily work weekends – these are the days where we see the greatest number of visitors through the door - with the potential for overtime to support seasonal activity and occasional off-site working.

2 KEY RESPONSIBILITIES AND ROLES

- Maximise sales by combining your conversation skills with your passion for The Hepworth Wakefield's mission and excellent product and promotions knowledge, to give customers reasons to purchase with us.

Gallery Walk
Wakefield, West Yorkshire
WF1 5AW

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www.hepworthwakefield.org

- Provide exceptional customer service and do what's required to create an outstanding and memorable experience for everyone who walks through our door.
- Drive revenue growth using your sales skills to meet targets to help the store achieve its goals.
- Operate the till and accurately handle financial transactions according to The Hepworth Wakefield's financial procedures. Assist the Retail Supervisor/Retail Manager with daily reconciliations and investigating any discrepancies.
- Establish and maintain good relations with the visiting public, online customers, artists, colleagues and all other visitors to The Hepworth Wakefield.
- Follow operational procedures to support stock management, including accepting and processing deliveries, replenishing displays and assisting with an annual stock take and stock checks.
- Undertake cleaning and housekeeping duties to ensure the shop is presented at the highest possible standard and help create innovative, exciting displays and merchandising, to encourage footfall into the shop.
- Process online orders, including packaging and shipping.

3 ADDITIONAL INFORMATION

We are committed to improving diversity and tackling systemic racism within our organisation and we expect all our employees to share this commitment and help us to achieve these goals.

Carry out all duties in accordance with our Equal Opportunities, Access, Employment and Health and Safety Policies.

The postholder will be expected to work weekends, occasional evenings and bank holidays.

The role is shop floor based.

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4 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

E = Essential D = Desirable

KNOWLEDGE

An understanding of the importance of exceptional customer service	E
Knowledge of basic retail principles including stock rotation, customer service and selling, with a good understanding of the importance of profitability	E
An understanding of equal opportunities in the workplace and externally	E
Knowledge of regional, national and international artists and a passion for the visual arts	D

SKILLS

A passion for and commitment to providing a high level of service to customers	E
A team player, able to work flexibly, positively and creatively	E
An interest in and commitment to the work of The Hepworth Wakefield	E
Possess good IT skills including a knowledge of Excel and other software applications	E
Able to handle customer queries as well as difficult situations with the public, in a courteous, calm and confident manner	E
Excellent written and verbal communication skills, including telephone manner and presentation skills	E
Self-motivated, energetic and able to work independently with minimal supervision	E
Commitment to on-going personal development	E
Strong written communication, able to write appealing content for product descriptions online	D
Critical thinking skills and demonstrated ability to be able to make decisions based on business goals	E

EXPERIENCE

Experience of working in a busy, customer orientated environment, facilitating excellent customer service.	E
Experience of working in a Sales Assistant role or similar	D

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Experience of working with EPOS systems including cash handling and electronic payment technology.	D
Experience of working within the arts and museums or a similar type of environment.	D

5 BASIC TERMS AND CONDITIONS

- Part-time, 12 hours (2 days) per week.
- The salary for this post is £13.45 per hour. Overtime will be paid at the same rate.
- The retail team operates over 7 days a week.
- The postholder will be expected to work weekends, based on rota requirements.
- Probationary period of 6 months.
- Notice period 1 week during probation.
- The place of work is The Hepworth Wakefield, Gallery Walk, Wakefield, WF1 5AW.
- 25 days annual leave per annum plus bank holidays (pro rata), rising by a day each year of service up to a maximum of 28 days. The leave year runs from 1 April to 31 March.
- New employees meeting the criteria will be auto enrolled into a pension scheme run by Royal London, including an employer contribution of up to 6%.
- Enhanced maternity, paternity and adoption entitlements.
- Enhanced sick pay entitlements.
- Employee Assistance Programme offering confidential support services.
- Free eye tests run by Specsavers.
- Staff discount in the shop and café.

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