



## FRAMELESS LONDON LTD

### JOB DESCRIPTION – RETAIL ASSISTANT

#### Introduction to Frameless

Frameless is London's first permanent immersive art experience. Breaking the boundaries of digital projection technology, Frameless elevates art to a level never experienced before. Here you are not simply looking at paintings, you are surrounded by them, feeling every brush stroke and splash of colour.

Housed in a 30,000 ft<sup>2</sup> venue located in the tourism heart of the capital, just opposite Marble Arch and Hyde Park, Frameless showcases unique digital interpretations of 42 of the world's most iconic masterpieces, by artists including Cezanne, Dali, Van Gogh, Monet and Rembrandt. Presented across four different galleries within the venue, content is multi-sensory and highly Instagram-able, showcased using different forms of technology and projection to excite and inspire visitors.

In addition to the main galleries' experience, Frameless offers a dedicated events room for private hire as well as the opportunity to exclusively hire the whole venue for a range of events such as receptions, dinners, awards, meetings, product launches and filming.

To complement the visitor experience there is a Gift Shop which presents a wide range of gifts, designed to inspire and excite. The Frameless Café Bar offers a delicious menu including breakfast bites and coffee; selection of hot items and sandwiches at lunchtime and a range of drinks and cocktails. The afternoon tea is an art-inspired highlight.

#### Selected Testimonials

"A fabulously immersive and interactive take on fine art" - **The Times**

"We're no strangers to immersive art experiences in London, but Frameless is taking things to a whole new level" - **Ben Smith, London On The Inside**

"There really is nothing of the scale of Frameless at the moment" - **Culture Trip**

"You'll go in thinking you'll spend a few minutes here and end up spending the whole day in awe" - **Culture Trip**

"A mesmerising and fully immersive experience where the art seeps into every inch of space."  
- **@lifeat.no18**

"Frameless has nailed the digital immersive art experience and done it in style." - **Museum Mum @museummum**

"Frameless makes for one beautiful multi-sensory experience" / "brain-melting" / "emotionally stirring" / "awe-inspiring" - **The Nudge**



## THE ROLE

**Title:** Retail Assistant

**Reports to:** Retail Manager

**Direct Reports:** None

**Nature of role:** Variety of hours available

**Location:** Based at Frameless, Marble Arch

**Start Date:** Immediate

**Salary:** Competitive

### Position Summary

Our Retail Assistants deliver exceptional customer service, enhancing the experience visitors receive by promoting our premium products which are available from our thoughtfully curated Gift Shop. You will be service-orientated and target driven with a natural flair for building a rapport with visitors and confident and enthusiastic when promoting our range of items.

Your role will be based in our Gift Shop. In addition, you are likely to be tasked with selling our souvenir brochure in the gallery spaces. You will be a natural storyteller, able to provide extensive information about our products, many of which are exclusive to Frameless.

### Responsible for:

#### Daily Pre-Opening checks:

- Supporting the Duty Manager & Supervisors to ensure that the building and Gift Shop are ready to open.
- Check areas for any defects and report to the Duty Manager and the Technical team.
- Identify any Health & Safety concerns.
- Check and arrange shop stock.

#### Day-to-Day Responsibilities:

- Working with the Retail & Duty Managers to provide the best customer experience possible.
- Operating EPOS (Electronic Position of Sales) and its related software, following relevant cash handling and sales procedures.
- Dealing with customer concerns and issues and having a sense of when to escalate situations where appropriate.
- Endeavouring to find a solution to any problems encountered by customers and actively seeking their feedback in order to communicate such issues with the retail management team.
- Ensure that visual standards are maintained at the highest level, including the replenishment of the Gift Shop in an organised fashion. Report any missing items, or items that need to be ordered directly to the Retail Manager.
- To actively encourage customers to spend through product suggestion, add-on sales and customer service problem solving in order to increase Gift Shop sales.

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- To absorb as much product information as possible in order to confidently communicate this with customers, encouraging them to purchase your suggestions in an appropriate manner.
- To undertake any other duties as may be reasonably required in order to maintain an effective retail operation.
- Replenish shop stock.
- Take in and record stock deliveries.
- Assist with routine stock-takes.
- Adhering to the companies Health and Safety Protocol.
- Assisting customers with access needs.
- Being a public ambassador for Frameless.

## **Desirable Experience:**

- Experience in a customer service or hospitality environment.
- Experience in a retail environment.
- General knowledge of commercial Health and Safety.

## **Competencies:**

- Excellent customer service skills.
- Strong communication and interpersonal skills.
- Ability to work efficiently in a team and take on solitary responsibilities.
- A keen eye for detail.
- Ability to always remain calm and action instructions quickly and efficiently.
- Commitment to attending shifts on time and being presentable to the required Frameless standard.
- A willingness to work during peak hours, including nights, weekends, and public holidays.
- Flexibility to work across all areas of the attraction, if required.
- Positive, can-do attitude and adaptable to change.

## **Required Behaviours:**

Strive for excellence  
Team player  
Well presented  
Professional  
Hard working  
Positive and Dynamic  
Punctual  
Can-do attitude  
Pro-active  
Efficient  
Friendly  
Knowledgeable (in your area of expertise)