

---

## **Job Description**

---

<b>Job Title</b>	Buyer & Product Developer
<b>Division</b>	Public Services
<b>Reports to</b>	Head of Retail and Admissions
<b>Salary</b>	£26,314 - £29,776 per annum

---

## **Purpose of the Job**

---

- To source, develop and buy a wide range of products that will be commercially successful and build on the profitability of the Retail and Admissions Department.
  - To introduce products that meets the buying policy guidelines, IWM branding and meets or exceeds customer expectations.
  - To forward plan the sourcing, developing & buying of seasonal ranges in line with the exhibitions calendar at all sites, producing business plans to maximise income and ensure a continuous journey for the Visitor
- 

## **Principal accountabilities**

---

### **Product Development**

- Create and develop products inspired by the IWM collection, unique ranges, within brand and buying policy guidelines, working closely with suppliers to make commercially viable.
- Present twice-yearly range strategy & performance plan to Head of Department, highlighting trends, areas of development & proposed new lines as well as recommendations for discontinuation
- Present temporary exhibitions range to Head of Department, considering cost versus return, space and ranging.
- Work with IWM design and publishing teams to develop suitable packaging & labelling.
- Work with IWM collections departments to understand collections, seek product ideas and ensure accuracy & relevance of all products developed.
- Develop educational messages on products whilst ensuring commercial success.

### **Sourcing and Buying**

- Source a wide range of suitable products from viable supplier streams ensuring timely and appropriate delivery quantities can be achieved
- Negotiate with suppliers to ensure the maximum margin is achieved on all products, lowest possible minimum order levels and where appropriate storage.
- Optimise supplier base to ensure stability, reliable and timely production and delivery of stock.
- Ensure all products meet UK Health and Safety and Trading Standards Legislation, obtaining certification where required
- Ensure all products meet IWM brand standards and retail buying policy guidelines
- Maximise income and profitability from permanent and temporary exhibitions, events and air shows across each branch.
- Set prices for all new lines, monitor price increases and negotiate with suppliers
- Set up new lines deciding on seasonality, price, ranging & initial order quantity
- Ensure new lines expenditure within budget, working closely with Merchandiser
- Keep abreast of market trends, high street and heritage competitors.

### **Range management and analysis**

- Work with the Merchandiser to manage & review the range size on a regular basis, plan initial ranging and carry out quarterly reviews at each branch highlighting opportunities to extend or reduce the range
- Liaise with the merchandiser to minimise stock holding where possible, agreeing action on overstocks and any promotional activity.
- Review department and product performance weekly/monthly, identifying areas of development.

### **Licensing and Trade Business**

- Identify opportunities for licensing, working closely with the publishing/licensing team to secure contracts & maximise opportunities for IWM products
- Implement a strategy to develop & increase the trade business income

### **Product presentation**

- In conjunction with the Operations Manager, develop & agree visual presentation of each category & agree on featured lines to ensure products are effectively displayed and stock is maximised.
- Develop & maintain core and seasonal Graphic Packages for all product areas that meet brand guidelines, minimising cost

### **Communication**

- Manage supplier's performance and conduct review meetings
- Effectively communicate commercial opportunities, site activities and events to suppliers ensuring a forward thinking approach.
- Prepare product-training tools and organise supplier training for the shop staff, in liaison with the Operations Manager
- Keep retail office and shop teams updated on all new lines & changes to products, providing product information to each branch to aid staff knowledge & customer service.
- Update the Merchandiser & Online Manager on new lines, prices, seasonality & supplier changes
- Visit branches with Operations Manager, making appropriate recommendations to drive further sales
- Contribute to trading feedback responses providing accurate and useful information to branches
- Present product performance and forward plan at Quarterly sales meetings
- Develop strong partnerships with the Merchandiser, Buyer, Operations Manager
- Encourage effective communication between the office and shop teams

### **General**

- Sign off all new lines, ahead of placing orders, with the Head of Department
- Attend trade shows to build supplier relationships and actively source new lines
- Organise comparative shopping trips
- Ensure a high level of own product knowledge is passed onto others
- Assist and provide cover to both the Book Buyer and Merchandiser when required
- Assist with stocktaking at each site
- To take on other related duties as and when reasonably required by The Head of Department
- Occasional evening and weekend working, overnight stays and oversees travel will be required

---

**Person Specification**


---

	<b>Essential Criteria</b>	<b>How this will be assessed</b>
1	Educated to a GCSE level or equivalent	Application Form
2	Two to three years buying and sourcing experience for a retail business	Application Form
3	Experience of working with a computerised stock system	Application Form
4	Computer literate with knowledge of Microsoft Word, Excel, PowerPoint, Internet.	Application Form
5	Experience of developing products	Application Form and Interview
	<b>Key competencies</b>	
	<b>Continuous Improvement</b>	
6	Takes a proactive approach to problem solving	Application Form and Interview
7	Actively keeps up-to date with relevant changes and deals with unpredictable problems as they arise on a day-to-day basis, applying new learning all the time	Application Form and Interview
	<b>Results Drive</b>	
9	Pragmatic and focused approach that is objectives driven	Application Form and Interview
10	Manages workloads and own emotions in a context of competing demands and changing priorities.	Application Form and Interview
11	Thinks laterally and creatively in order to overcome obstacles	Application Form and Interview
12	Follows through and ensures positive results are achieved.	Application Form and Interview
13	Strategically and commercially aware with a strong business and commercial sense	Application Form and Interview
	<b>Team working &amp; Collaboration</b>	
14	Excellent collaboration skills and is able to contribute to creating a productive working environment.	Application Form and Interview
	<b>Customer &amp; Communications Skills</b>	
15	Excellent written, face-to-face and telephone skills	Application Form and Interview
16	Strong networking skills	Interview
17	Ability to influence others	Interview
	<b>Promoting Diversity</b>	
18	Recognises and values the benefits of diversity amongst staff and suppliers and tackles own potential for bias	Interview
	<b>Financial Management</b>	
19	Understands and applies financial information in order to operate and manage resources efficiently and effectively	Application Form and Interview
	An accurate working style, under-pinned by excellent attention to detail skills	Application Form and Interview
	<b>Making the most of New Technology</b>	
20	Constructs and meticulously maintains efficient record keeping systems	Interview

21	Works systematically with data and information systems	Application Form and Interview
	<b>Desirable Criteria</b>	
22	Experience of working on a shop floor	Application and Interview
23	Have a full understanding of the Museum's business, terms of reference, and values Knowledge and understanding of the museum's subject matter and is able to demonstrate commitment to the museum's aims and objectives.	Interview

---

## **Additional Information**

---

### **Terms and Conditions**

- Your normal hours of work will be 41 gross per week, including 1 hour for lunch breaks each day. This would normally be Monday to Thursday 09:00 - 17:15 and Friday 09:00 - 17:00, unless otherwise agreed with your line manager. There may be a requirement on occasions to work unsocial hours or at weekends.
- The full time annual leave allowance is 22 days per annum, rising to 25 days after one year's service and 30 days after 10 years service.
- The successful candidate will be on probation for six months.
- The Museum has a total ban on smoking in all of its buildings.
- The normal retirement age for staff of the Imperial War Museum is 65 years.

### **Salary**

The salary range for the Buyer & Product Developer is £26,314 - £29,776 per annum. The starting salary is normally at the minimum of the range depending on experience. Salary increases are in line with the Museum's Pay Scheme.

### **Benefits**

The benefits listed below are discretionary and the Imperial War Museum reserves the right to vary or withdraw them at any time. All such benefits apply during the course of your employment only.

- The Museum is a member of the Civil Service Pension Scheme. Civil Service offers a choice of final salary and stakeholder pension, giving you the flexibility to choose the pension that suits you best.
- An interest free season ticket loan scheme after three months service.
- 20% discount in the Museum Shop.
- 25% discount in the Museum Restaurant.
- Concessionary rate at Morley College.
- Free entry to the majority of Airshows at Duxford.
- Free entry to most fee charging exhibitions in other National Museums.
- Continuous professional Training & Development opportunities.
- Enhanced maternity and paternity benefits linked to length of service.
- Child care vouchers
- Subject to the society's terms and conditions, IWM staff are entitled to membership of the Benenden Healthcare Society.
- IWM staff also have access to the Civil Service Benevolent Fund.

### **Application Requirements**

The candidates who appear from their application to most closely meet the essential criteria will be invited to interview.

For an application pack please visit our website [www.iwm.org.uk](http://www.iwm.org.uk) and send your completed application form to [recruit@iwm.org.uk](mailto:recruit@iwm.org.uk)

The closing date for receipt of application forms is **Friday 21 September 2007**.

Appointment to this post is subject to the completion of satisfactory security clearance and pre-appointment enquiries.

We regret that we are unable to reply to all applicants individually. If you have not heard from us within 3 weeks of the closing date, you should assume your application has been unsuccessful.



For more details on the Museum, see our website at [www.iwm.org.uk](http://www.iwm.org.uk)

*The Imperial War Museum is committed to a policy of Equal Opportunities.*