IKON

Ikon Shop Assistant

Job Description

Deadline for application: Tuesday

13 January 2026, midday

IKON

Job Description

Post:	Shop Assistant
Reports to:	Commercial & Visitor Services Manager
Salary:	£12.21 per hour
Contract:	Part-time over 2 days (core hours 13 a week), fixed-term, 24-month long contract
Location:	Ikon Gallery, 1 Oozells Square, Birmingham, B1 2HS

About Ikon

Ikon is an internationally acclaimed art gallery in central Birmingham, offering free entry to all. Founded in 1965 as an artists-led alternative space, it has evolved into one of the most internationalist artistic programmes in Europe, combining established with emerging artists. Housed in a renovated neo-gothic school building, Ikon is an educational charity for the promotion of visual art of international significance, playing a key role in the cultural life of the West Midlands region.

Ikon's main galleries welcome about 200,000 engagements every year, with many more engaging with off-site projects, national and international collaborations and online. Off-site programmes include artist residencies at HMP Grendon, HMP Springhill and HMP Birmingham, sharing the core belief that art can be a force for good in carceral settings. Ikon Slow Boat, hosts the gallery's Youth Programme (IYP) and Ikon Creative Health explores the dynamic intersections of art, health and wellbeing.

In recent years Ikon has exhibited the work of Donald Locke (2025), Seulgi Lee (2025), Htein Lin (2025), Mathab Hussain (2025), Jesse Jones (2024), Dion Kitson (2024), Exodus Crooks (2024), Mali Morris (2023), Melati Suryodarmo (2023). Group exhibitions include Thread the Loom (2025), Friends in Love and War (2024-25), Start the Press! (2024) and Horror in the Modernist Block (2022-23).

Ikon is an equal opportunities organisation and welcomes applications from all sectors of the community. In its management structure and as an employer, Ikon is pledged to ensure equal opportunities for all, regardless of age, race, gender, disability, marital status or sexual orientation. We actively seek applications from the widest range of applicants.

Shop Assistant – Job Description

Overview

The successful candidate will be passionate about retail and committed to delivering an outstanding level of customer service. They will maintain high-quality visual displays and provide accurate information about products in both Ikon's physical and online shops.

You will be reliable, punctual, and well-organised, with excellent attention to detail and strong administrative skills. A proactive approach and the ability to work dynamically are essential. An interest in contemporary visual arts is desirable.

This role also includes reception duties and Duty Person responsibilities, operating in line with Ikon's control measures.

Hours & Working Pattern

- Two days per week, including regular weekend and occasional evenings
- Core hours: 13 per week with opportunities for overtime
- Set shift pattern

Key Competencies

We are looking for individuals who:

- Are responsible, reliable, and calm under pressure
- Respond dynamically to varying customer numbers and needs
- Communicate effectively with a wide range of people
- Contribute positively to team efforts to deliver excellent customer experience
- Demonstrate strong administrative skills and excellent attention to detail
- Are highly vigilant and proactive in maintaining safety and security
- Have a passion for contemporary art and retail environments

Main Responsibilities

Customer Service & Retail

- Deliver an excellent visitor experience and the highest possible standards of customer service in Ikon Shop
- Play an active role in developing Ikon's retail operations, maximising sales to support income generation targets
- Be the first point of contact for visitors, welcoming all to Ikon and consistently delivering high standards of care

- Provide excellent product knowledge to customers, creating an individualised visitor experience
- Merchandise Ikon Shop, highlighting products and organising stock to create an exciting retail journey
- Maintain stock levels, restocking products where required and keeping spaces clean, tidy, and presentable
- Process customer payments and manage returns for in-store and online orders, ensuring accurate inventory management
- Project a friendly, approachable, and helpful demeanour to encourage brand loyalty and develop sales
- Identify customer needs and provide appropriate solutions to queries and issues

Administration

- Upload products to Ikon's online shop using the correct presentation format and assist with online merchandising
- Maintain accurate records, accept deliveries, and process inventory both in-store and on Shopify Epos system
- Process online orders, including packaging, postage, and customer communication
- Assist with daily coordination of shop inventory and maintenance of Ikon's Shopify stock management system
- Support bi-annual stocktakes, ensuring accurate counting and recording in line with audit requirements
- Provide feedback on products and sales to the Commercial & Visitor Services Manager to help maximise sales
- Play an active role in marketing and promotion of Ikon Shop, especially on social media, in consultation with the Communications team

Front of House

- Provide an informative and friendly welcome to all visitors, responding proactively to needs and access requirements
- Carry out general shop administrative duties including telephone enquiries, event bookings, and trade orders
- Manage reception and telephone enquiries efficiently
- Keep visitor information points and reception areas tidy and well-stocked
- Welcome and brief pre-booked groups on health and safety
- Operate ticketing systems for events and brief visitors on arrival
- Promote memberships, donations, and Gift Aid

Health & Safety

- Monitor and maintain a safe, healthy, and secure working environment, minimising risk and responding proactively in emergencies
- Act as Duty Person (training provided), including Fire Marshal and First Aid responsibilities

- Operate in accordance with Ikon's policies and procedures, including health and safety, safeguarding, and equal opportunities
- Coordinate opening and closing procedures for Ikon Shop and other areas as required

Other Duties

- Attend organisational meetings to report observations and make suggestions related to retail and visitor experience
- Keep up to date with Ikon's exhibitions and public programme events to help promote activities and answer visitor questions
- Adhere to Ikon's dress code for front of house staff
- Develop productive working relationships with colleagues and maintain regular communication with your line manager
- Complete any other duties commensurate with the role
- Undertake training required for the role provided by Ikon

Person Specification

Criteria	Essential	Desirable
Experience	- Excellent customer service experience - Retail experience including merchandising and Epos systems - Previous money-handling role - Experience with opening/closing procedures	- Experience in an arts organisation or independent retailer - Previous key-holder experience
Skills & Knowledge	- Strong administrative and IT skills (Microsoft Office, Shopify) - Accurate data entry - Good numeric skills - Ability to manage competing priorities	- Familiarity with basic photography and editing
Knowledge	- Familiarity with social media platforms (Instagram, Facebook, X, TikTok)	- Knowledge of Adobe Creative Suite
Personal Qualities	- Ability to communicate effectively and professionally, both face-to-face and in writing - Reliable, punctual, and well-organised - Excellent attention to detail - Self-motivated and proactive - Ability to work independently and as part of a team	- Interest in contemporary visual arts

Criteria	Essential	Desirable
Other Requirements	- Willingness to work regular weekends and occasional evenings - Commitment to Ikon's policies and procedures	

How to Apply

Please send the following to office@ikon-gallery.org by **Tuesday 13 January 2026, Midday** (BST) with the subject line 'Ikon Shop Assistant Application'

- A completed application form
- A complete Equal Opportunities Monitoring form

Interviews will take place on **Thursday 22 January 2026** at Ikon Gallery.
Start date will be required as soon as possible.

Note
Applicants must be able to provide evidence of their right to work in the UK.

Ikon requires all staff to obtain a Government Disclosure and Barring Service (DBS) check, in accordance with Ikon's Child and Vulnerable Adults Protection Policy. You will be required to provide the necessary documentation for the DBS check to be carried out. Ikon will cover the cost of obtaining the DBS check and reserves the right to request additional checks at any time in the future.