

THE PHOTOGRAPHERS' GALLERY

Posted: 19/05/26

Post:	Bookshop Specialist Sales Assistant
Team:	Bookshop
Reports to:	Bookshop Manager
Contract:	40 hrs/week (flexible hours, as per business needs), fixed term until 31 March 2027
Location:	Predominantly shop based with some office working
Salary:	£32,282 per annum (£15.52/hr), pro rata for this fixed term period
Pension:	6% gallery contribution; 2% employee contribution
Holiday:	33 days per annum (which includes equivalent time off for bank holidays), pro rata for this fixed term period

The Photographers' Gallery

The Photographers' Gallery explores how photography is connecting, captivating, and radically changing our world today. The Gallery's programme and spaces – from exhibitions, talks, workshops and digital platforms to the café, shop and galleries – all explore the beauty, complexity and future of photography. On the borders of busy Oxford Street and vibrant Soho, the Gallery is home to photography experts, novices and the photo-curious; artists and students; tourists and passers-by. The Gallery welcomes over 250,000 visitors annually and is an Arts Council England National Portfolio Organisation (NPO).

Our values

- **Expose a fuller picture** – by revealing narratives that go beyond the frame.
- **Develop future creators** – by nurturing artists and new audiences and actively seeking under-represented voices in who we work with and welcome in our spaces.
- **Be one social space** – a place for sharing and collaboration, joining up everything we do both virtually and in Soho

Bookshop at The Photographers' Gallery

The Bookshop offers a distinctive range of photography books, editions, zines, journals, films, cameras, cards and merchandise. It welcomes a broad audience, from photography specialists to curious first-time visitors, and plays an important role in shaping how people experience the Gallery. The Bookshop is part of The Photographers' Gallery Enterprises. This also includes

the Cafe, Print Sales Gallery, and private event hires. All profits from our Enterprises directly support the Gallery's charitable aims.

About the team

The Bookshop team includes the Bookshop Manager, Deputy Bookshop Manager, Specialist Sales Assistants and Casual Sales Assistants. As part of the wider visitor-facing team, the Bookshop team helps create a welcoming, inclusive and engaging experience for all visitors.

Purpose of this role

The Bookshop Specialist Sales Assistant helps ensure every visitor has a positive, friendly and inclusive experience in the Bookshop. The role combines excellent customer service with specialist product knowledge, supporting both in-store and online sales while helping the Bookshop run smoothly day to day.

You will be proactive in maximising income that supports the Gallery's public programme, contributing to the development of the Bookshop's online offer and supporting colleagues across busy trading periods and events.

What you will gain

In this role, you'll build strong customer-service and communication skills within a specialist cultural retail environment. You'll deepen your knowledge of photography publishing and products, while gaining hands-on experience with ecommerce, stock management and visual merchandising.

You'll also develop valuable transferable skills, including teamwork, organisation, commercial awareness and considered judgement-making with minimal supervision, and gain insight into how a cultural organisation operates across public-facing and back-of-house activity. Most importantly, you'll play a meaningful part in shaping visitors' experience of the Gallery.

Main duties and responsibilities of the role

1. Provide a welcoming, inclusive and knowledgeable visitor experience by delivering approachable, assured customer service and supporting sales in the Bookshop.
2. Support the smooth day-to-day operation of the Bookshop, including stock control, processing online orders and supervising during busy periods or in the absence of managers.

3. Contribute to the commercial success and public profile of the Gallery by supporting in-store and online sales, events and the development of the Bookshop's digital presence.

Outline of key tasks

- Deliver high standards of customer welcome and care, engaging effectively with a wide variety of visitors, from photography specialists to first-time Gallery visitors.
- Provide informed advice on books, products and exhibitions, responding to customer needs in a friendly, inclusive and professional manner.
- Process sales accurately and efficiently, including managing and fulfilling orders from the Bookshop's ecommerce site.
- Support the development of the Bookshop's online presence, including adding new products to the ecommerce platform and supporting the Communications team to promote sales.
- Maintain high standards of visual presentation, stock organisation and product display within the Bookshop.
- Share responsibility for safeguarding Bookshop stock and assets, including opening, closing, invigilation and securing the space.
- Assist shop managers with reordering stock, liaising with suppliers and ensuring stock levels remain within agreed budgets.
- Supervise the Bookshop in the absence of the Bookshop Manager or Deputy Manager, supporting colleagues and ensuring smooth operations.
- Support evening openings, Bookshop events, exhibition launches and busy trading periods as required.
- Work collaboratively with colleagues across other visitor-facing Gallery areas contributing to a joined-up visitor experience.
- Stay alert to health, safety, accessibility and maintenance issues and report them promptly to senior staff.

Additionally, there is an expectation that staff will support the wider, internal workings of the Gallery, where possible, by joining one or more voluntary working groups such as the Staff Forum; Equalities, Diversity & Inclusion taskforce; Environmental Working Group; by contributing to staff/team meetings; and through attending training sessions.

Person Specification (to include but not limited to):

We're looking for someone friendly, approachable and people-focused, with a strong interest in photography books and publishing. You'll enjoy engaging with a wide range of visitors and take pride in delivering inclusive, informed and welcoming service in a busy retail environment.

You'll bring a calm, organised approach to your work, communicate clearly, and work well both with minimal supervision and as part of a team.

Ideal experience and skills

- Experience in a retail or customer-facing role.

- Strong customer-service and communication skills.
- Experience using digital tills and stock control systems, ecommerce platforms (e.g. Shopify), image editing and Microsoft Office tools.
- Interest and knowledge in photography, publishing, visual culture and camera equipment.
- Confidence in visual merchandising and stock presentation.
- Good organisational skills and attention to detail.
- Willingness to work evenings and weekends as part of a flexible team.

The requirements listed here are guidelines, and you don't have to satisfy every requirement. We welcome candidates who bring transferable skills and experience.

The Photographers' Gallery strives to be an equal opportunities employer and welcomes applications from all sections of the community. Charity no. 262548.

Any materials provided by you as an applicant will be treated as your Intellectual Property. The Photographers' Gallery will only save such materials as part of recruitment and selection process.

To apply please download an application pack from <https://thephotographersgallery.org.uk/about-us/job-vacancies-tpg> and an Equal Opportunities form. Please note we cannot accept CV-only applications – you must complete the application pack to apply for this role.

Please email completed applications to vacancies@tpg.org.uk with subject header: **Bookshop Specialist Sales Assistant.**

Deadline for applications: 23:59 on 02/06/26

Interviews scheduled from: 09/06/26

