

SLG

APPLICATION PACK Bookshop & Retail Manager

Closing date:
Tuesday 17 November 2026, 12pm



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Christina Kimeze, *Between Wood and Wheel*, 2025. Photo Andy Stagg



Paulo Nimer Pjota: Encantados, South London Gallery, 2026. Photo: Jo Underhill

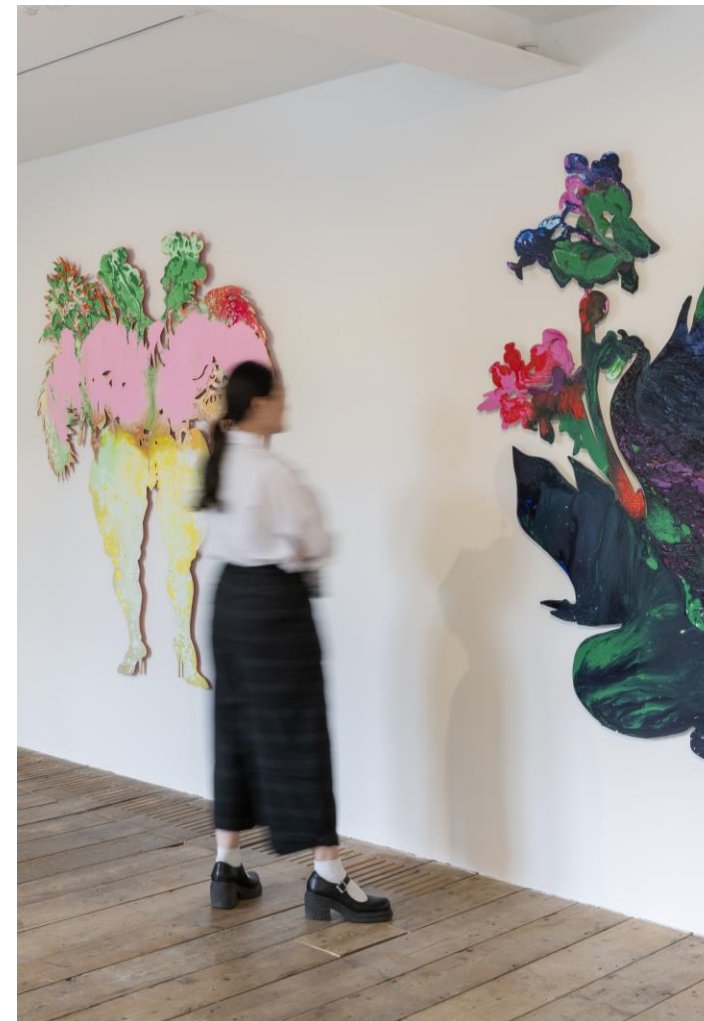
HOW TO APPLY

1. Please **visit** <https://www.southlondongallery.org/jobs/> to download an Applicant Details Form and Application Form.
2. Please **email both completed forms to:** recruitment@southlondongallery.org
3. Please also complete the anonymous, online equal opportunities monitoring form here: <https://www.surveymonkey.com/r/NKC68K8>

The closing date for applications is **Tuesday 17 November, 12pm**. Applications received after that time cannot be considered.

An online information session about the role will take place on **Tuesday 10 November, 6pm**. To register, please visit this [link](#).

If you have any queries regarding the process or the role please contact our recruitment team at recruitment@southlondongallery.org



Firelei Báez: Sueño de la Madrugada (A Midnight's Dream), 2024.

Photo: Above Ground



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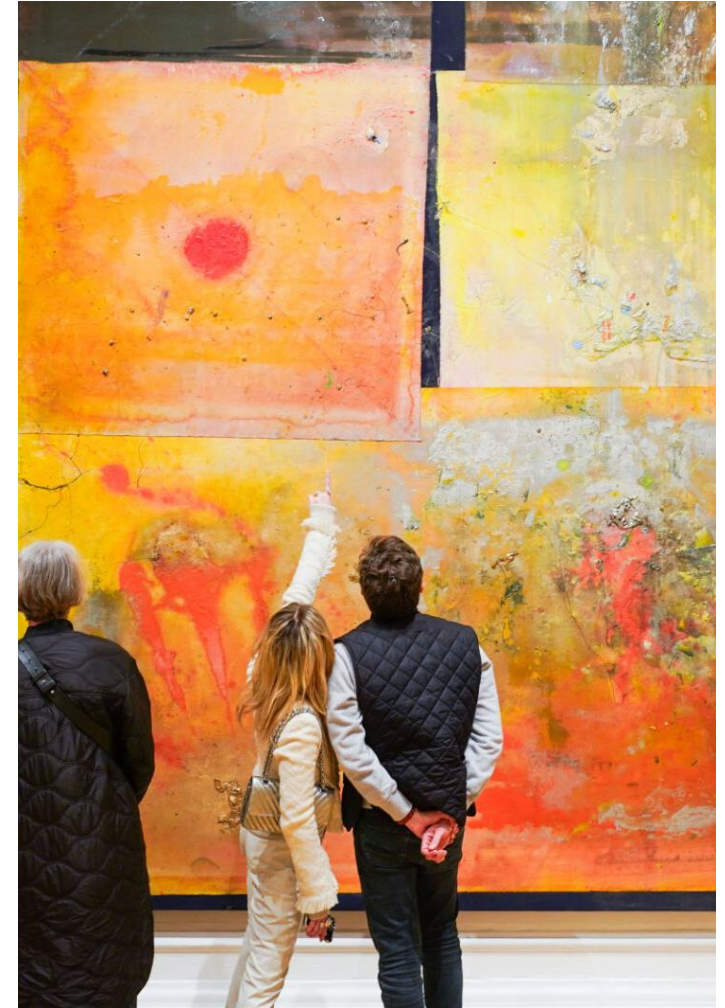
JOB DETAILS

CANDIDATE

ABOUT THE SOUTH LONDON GALLERY

The South London Gallery (SLG) is a locally, nationally and internationally recognised centre for contemporary art with an acclaimed and award-winning communities and learning programme.

Founded in 1891 as a purpose-built gallery, the original site has expanded to include the Clore Studio and a café (since 2010); an artist-designed garden (opened in 2016); the Fire Station (opened in 2018); and Art Block, a space for local children and families on Sceaux Gardens estate.



Frank Bowling, Skid, 2024. South London Gallery, Photo: George Groves.

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ABOUT THE SOUTH LONDON GALLERY

“The gallery has a rigorous international programme, but still feels very local. It is very much about the area and the people that live around it.”

Ryan Gander, Artist

The year-round exhibitions programme showcases the best in international contemporary art, complemented by an events programme for people of all ages and interests. The gallery’s emphasis is on presenting new work by British and international artists, often by those who have rarely or never had a solo show in a London institution. Group shows bring together works by established and lesser-known British and international artists, whilst an ongoing residency programme provides opportunities for artists to develop new work and exhibit at the SLG.



South London Gallery, Photo: Andy Stagg.

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ABOUT THE SLG BOOKSHOP

The SLG Bookshop, located at the heart of the South London Gallery, has been championing local and international independent literature since 2011. As well as books and magazines, the shop stocks zines, journals and other print publications, stationery, jewellery, homeware, children's toys and a range of SLG merchandise – from postcards and exhibition posters to a growing collection of artists' limited-edition prints.

Many of our gifts, ceramics, jewellery and cards are sustainably produced by local makers and we're proud to offer an exciting and often surprising selection of titles and products that you might not find elsewhere in London.

All proceeds directly support the SLG's exhibitions, events, and communities and learning programmes, helping the SLG to stay free and open to all.



South London Gallery, Photo: Jo Underhill



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EQUITY, DIVERSITY AND INCLUSION

We particularly encourage and welcome applications from people from backgrounds which are underrepresented in museums and galleries, including people from low-income backgrounds, people from Black, Asian and ethnically diverse backgrounds and disabled people.

The SLG **fosters varied perspectives and experiences**, encouraging open conversations and active listening practices. We believe everybody is entitled to **feel welcome and safe** at the SLG and confident to express their authentic selves. We are committed to achieving diversity across our staff, board, programmes and audiences, to reflect society.

We aim to create a working environment that enables us to challenge structures and practices, to ensure that diversity is at the forefront of our organisation. We strive to be **fully inclusive and to proactively counter discrimination**.

October 2026: Bookshop & Retail Manager

After interviews, if it is necessary to select between candidates of equal merit, where known, we may select a candidate from a group that is underrepresented within our workforce.



Emerging Conversations, 2025. South London Gallery. Photo: Betty Zapata

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WHY WORK AT THE SLG

1. Competitive salary with a yearly review

2. 26 days annual leave pro rata plus bank holidays – increasing after 5 years' service

3. Union recognition with BECTU

4. Discounts at the SLG's bookshop and cafe

5. Access to discounts at a range of high street retailers and supermarkets

6. Access to free and discounted events including theatre, concerts, comedy and sporting events

7. Cycle to work scheme

8. 6% pension employer contribution

9. Wellbeing support – Employee Assistance Programme & trained Mental Health First Aiders



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JOB ROLE

Job Title:	Bookshop & Retail Manager
Contract type:	Permanent
Hours:	28 hours (4 days per week) Monday to Thursday (10:30am to 6:30pm). Once a month the post holder will be required to work a Saturday shift on the shop floor (9:30am to 6:30pm). <i>(time off in lieu given)</i>
Salary Scale:	£38,313 - £44,492 pro rata*
Pension:	6% employer pension contribution
Holiday:	26 days plus bank holidays pro rata
Reports to:	Director of Development and Enterprise
Direct Reports:	Bookshop Duty Managers x2

**Appointments are made at the start of the salary scale (£38,313), with annual pay progression through the scale based on satisfactory performance. The pay scale is reviewed annually in the light of cost of living and operational budgets.*



Nairy Baghramian: Jumbled Alphabet, 2024. South London Gallery.
Photo: Jo Underhill

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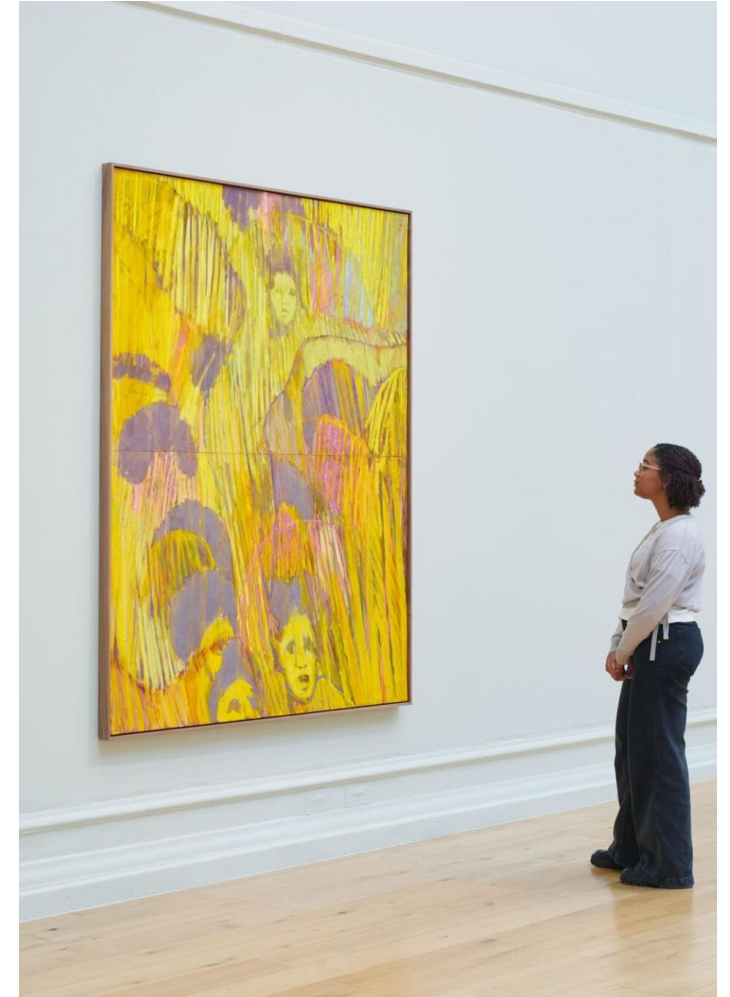
The SLG is seeking an organised, proactive and commercially minded Bookshop & Retail Manager to lead and develop the SLG's retail operations and maximise vital commercial income to support the Gallery's mission.

The Bookshop & Retail Manager is one of two part-time Manager roles that share responsibility for the retail strategy, working closely with the Director of Development & Enterprise and the Deputy Director.

The two Bookshop & Retail Managers co-manage day-to-day retail operations, however, each role has a specific focus. The focus for this role is the online shop, shop-related digital communications and SLG Editions. The other role has a focus on finance, bookshop events and partnerships.

Importantly, the sales desk in the Bookshop is also the reception desk for the Gallery. The Retail team is therefore knowledgeable about the SLG's exhibitions and wider programmes and provides a high standard of care and welcome for both shop customers and gallery visitors.

This role will line manage two part-time Bookshop Duty Managers and supervise other casual sales staff. They will work as part of the team to ensure the smooth running of the department.



Christina Kimeze: Between Wood and Wheel, 2025. South London Gallery.
Photo: Andy Stagg



South London Gallery Bookshop. Photo: Dan Weill

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KEY TASKS AND RESPONSIBILITIES

Retail Strategy

Shared responsibilities:

- ❑ Develop the retail strategy, with the Director of Development & Enterprise and Deputy Director, and manage the delivery of the strategy to meet agreed income targets;
- ❑ ensure the bookshop and online shop offer a diverse range of publications and products that reflect the SLG's ethos as a contemporary art gallery and cultural destination for both the local community and wider national and international audiences;
- ❑ embed the SLG's equity, diversity and inclusion policies into the strategy, reaching across subject matter, authors, artists, makers and suppliers;
- ❑ contribute to setting annual trading budgets and targets to maximise profits, working to grow the business.

Lead management areas:

- ❑ Lead on the research and development of the SLG's online shop and SLG Editions programme;
- ❑ Lead on developing online partnerships to support sales growth, for example with partners such as Artsy and other external platforms specialising in sales of artworks and editions.

SLG Editions

- ❑ Work with the Director, Programme team and Director of Development & Enterprise on the production of Editions, liaising with participating artists, production companies and framers;
- ❑ manage the SLG's attendance at art fairs including participation with the Allied Editions consortium at Frieze London;
- ❑ ensure the timely fulfilment of Editions orders with customers, including packing, and delivery, supported by the Bookshop Duty Managers

Bookshop and Online Shop Management

Shared responsibilities:

- ❑ Plan and implement effective retail management systems and processes;
- ❑ with the Book Buyer, place and process stock orders, organise deliveries and returns;
- ❑ manage the day-to-day selling and reconciliation of shop income and daily takings;
- ❑ daily supervision of shop staff, including casual Gallery Assistants and Duty Managers providing ad hoc shop cover, including providing training on customer care, EPoS, daily processes, stock awareness and product knowledge;
- ❑ undertake rota management, using RotaCloud, to ensure the bookshop is always staffed when the gallery is open to the public.

Lead management areas:

- ❑ Lead on stock management, promotions, planning and development for the online shop, including uploading new products and fulfilment of online sales.

Communications and Marketing

- ❑ Liaise with the Head of Communications and Digital Communications Manager to promote and market the SLG's shops (onsite and online);
- ❑ maximise opportunities for upselling and cross-selling at gallery events, and, for example, via collaborations with the SLG's cafe, South London Louie.

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KEY TASKS AND RESPONSIBILITIES

Budgets, Stock Management and Shop Performance

Shared responsibilities:

- ☐ Monitor achievement of key indicators; undertake analysis and reporting of sales figures, identifying trends and areas for development and implement changes as agreed;
- ☐ prepare and produce reports on sales performance and targets for the Director of Development & Enterprise, Deputy Director and SLG Trading Ltd board of trustees;
- ☐ liaise with the Financial Administrator regarding receipts, invoicing, cash, sales records, banking, and other financial matters;
- ☐ work within the shop budget to ensure that stock does not exceed agreed costs;
- ☐ negotiate with suppliers, wholesalers, distributors and independent publishers to ensure margins are achieved and best terms negotiated;
- ☐ manage the stock records; plan and deliver the annual stocktake.
- ☐ co-manage (with support from the Deputy Director) the Lightspeed and Shopify EPoS systems; manage the integrity of the data held;
- ☐ ensure appropriate levels of access to the system by the various members of the shop and front of house team.

Reception and Customer Care

Shared responsibilities:

- ☐ Be an informed and approachable representative of the SLG, ensuring that visitors always receive the highest standard of service;
- ☐ respond to enquiries and provide information to visitors about all aspects of the gallery;

- ☐ deal with any difficult situations in a calm and effective manner;
- ☐ ensure any complaints are dealt with in line with the SLG's standards of customer care;
- ☐ answer the phone and direct calls to office-based staff, and respond to general email enquiries;
- ☐ ensure all deliveries are swiftly dealt with by the appropriate staff member and maintain an organised and tidy reception area;

General Responsibilities

- ☐ Be inclusive and operate in accordance with the SLG's equity, diversity and inclusion; safeguarding; employment; health and safety; equal opportunities; and other policies and procedures;
- ☐ take responsibility for own administration, devise and implement appropriate processes and procedures to achieve agreed objectives;
- ☐ attend staff meetings, report on relevant areas of work and disseminate information as required;
- ☐ maintain a commitment to training and professional development;
- ☐ be an advocate and effective representative of the SLG where relevant which may include SLG previews, other evening and weekend events as appropriate and at external professional events;
- ☐ have the ability to work evenings and weekends, for which TOIL (time of in lieu) will be given;
- ☐ act as a keyholder and occasionally as a Duty Manager, as appropriate and required;
- ☐ and undertake other duties as may be reasonably required



South London Louie, 2022. Photo: Dan Weil

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PERSON SPECIFICATION

This is a guide for the kind of skills and experience we would like you to have. We are looking for a candidate that meets the majority of the criteria, but you don't have to meet all the criteria to be considered.

Knowledge and Experience:

Retail Background:

- ☐ Excellent retail knowledge with experience gained in a relevant environment, for example:
bookshops;
the visual arts, heritage or visitor attractions;
independent shops;
online retail or e-commerce;
sale of work by independent artists, designers and makers.
- ☐ Experience of developing and implementing successful retail strategies.
- ☐ Experience of working with websites and online sales platforms.
- ☐ Experience of managing relationships and negotiating with suppliers.
- ☐ Experience of stock purchasing, stock control and inventory management across physical and online retail.
- ☐ Knowledge of book distribution platforms.

Digital Communications:

- ☐ Experience of using digital channels, including social media, to promote products, engage audiences and support sales.

Financial systems:

- ☐ Experience of preparing and interpreting financial reports and using data to inform decision-making.
- ☐ Experience of managing budgets.

Staff and shopfloor/venue management:

- ☐ Experience of line-managing staff and/or leading a successful customer-facing team.
- ☐ An understanding of health and safety and security standards in a public venue.

Interest in the arts, design and culture:

- ☐ Experience of researching new stock lines and developing stock, product and gift ideas, with an understanding of contemporary art, design and publishing.
- ☐ Experience of working collaboratively with artists, designers and specialist suppliers to produce artists' editions or other products.
- ☐ Experience of coordinating product development and production.
- ☐ An understanding of the aims and objectives of the SLG.
- ☐ A demonstrable interest in the arts, particularly contemporary art and publishing
- ☐ An interest in designers, makers and current trends in giftware and independent retail.

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Skills & Attributes:

- ☐ Proactive and creative, with the ability to generate, articulate and deliver new ideas across in-person and online retail.
- ☐ An eye for visual merchandising.
- ☐ A strong understanding of how to present products clearly and attractively online.
- ☐ Passionate about offering outstanding and inclusive customer care.
- ☐ Able to communicate confidently by telephone, in person and in writing with a wide range of people, and to handle customer complaints with ease and authority.
- ☐ Highly organised, with the ability to implement effective operational systems and manage schedules and budgets across multiple projects.
- ☐ Excellent computer literacy, including experience with stock management systems, e-commerce platforms and Excel.
- ☐ Excellent analytical skills, with the ability to interpret and present sales data and draw insightful conclusions to inform strategy.
- ☐ Strong attention to detail.
- ☐ Confident and calm in dealing with challenging situations.