

ÁRAS NUA-EALAÍNE
NA hÉIREANN
IRISH MUSEUM OF
MODERN ART

+353 1 612 9900
imma.ie

IMMA

ROLE PROFILE

SHOP ASSISTANT

Ospidéal Rioga
Cill Mhaighneán
Baile Átha Cliath 8
D08 FW31, Éire

Royal Hospital
Kilmainham
Dublin 8
D08 FW31, Ireland

ROLE PROFILE	
Job Title:	Shop Assistant
Reports To:	IMMA Shop & Retail Manager
Location:	IMMA, Royal Hospital Kilmainham, Dublin 8
Salary	<p>The salary for this role is in line with public sector pay scales, starting at €35,018, Point 1 of the Grade: Invigilator Public Safety (PPC) scale, as of 1st March 2025.</p> <p>Full-time Scale: €35,018; €36,067; €37,118; €38,031; €38,594; €39,335; €39,902.</p> <p>The Irish Museum of Modern Art complies with Department of Public Expenditure and Reform and guidelines on Public Sector pay and conditions of employment and entry level will be at Point 1 of this Grade.</p>
Role Purpose	To work as part of the shop team to optimise and maintain the IMMA Shop and all IMMA's other retail activities, including but not exclusively editions, online shop and any pop-up shop that may be required.
Key Responsibilities	<p>Shop Management</p> <ul style="list-style-type: none"> • Ensure that the retail desk operates efficiently at all times. • Maintain a professional and friendly environment with all members of the public and colleagues. • Maintain the tidiness and cleanliness of the shop, calling for assistance from the IMMA cleaning team when needed. • Monitor and input inventory levels and propose re-stocking orders. • Participate in the annual stocktake and other category product counts. • Work with the existing team to store, sell, ship and maintain IMMA Art Editions and Exhibition catalogues, reinforcing our mission to promote contemporary art. By maintaining these collections, the role contributes to IMMA's broader goal of positioning itself as an internationally recognised thought leader in contemporary art practice. • Balance cash received at the end of each day and run reports. • Keep updated on IMMA policies for Health & Safety, Manual Handling, and GDPR. • Report to your employer or immediate supervisor, without unreasonable delay, any defect in equipment, place of work or systems of work or in any article or substance likely to endanger them or another person. • This role requires an element of heavy lifting and of movement of stock.

	<p>Provision of Service</p> <ul style="list-style-type: none"> • Provide excellent service when dealing with visitors, in both the shop and in dealing with general queries both online, over the phone and in person. • Promote the shop via IMMA's retail online social media platforms. • Be familiar with stock and stock locations in order to best serve IMMA's visiting customers. <p>On-line Retailing</p> <ul style="list-style-type: none"> • Retrieve on-line orders each day for processing and shipping. • Maintain the on-line catalogue. • Respond to on-line queries in a timely manner. • Nurture relationships with institutions and customers.
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • Actively participate in and seek out learning and training opportunities. • Be open and accepting of necessary change, learning and innovation; changing behavioural style or method of approach when necessary to achieve a goal. • Take leadership, direction, and training from management and ensure that you fully understand the company policies and operations procedures. • Complete all necessary tasks and fulfil all commitments made to your team, colleagues, and manager on time and without supervision. • Be a positive ambassador of IMMA and promote IMMA at all times. • Other tasks as required by the department head. <p>Health & Safety</p> <ul style="list-style-type: none"> • Take reasonable care to protect your own safety, health and welfare and that of any other person who may be affected by your acts or omissions while at work. • Co-operate with your employer and any other person as necessary to assist that person in complying with safety and health legislation as appropriate. • Correctly use any article or substance and protective clothing and equipment provided for use at work for your own protection (taking account of the training and instructions given by the employer). • Report to your employer or immediate supervisor, without unreasonable delay, any defect in equipment, place of work or systems of work or in any article or substance likely to endanger them or another person. • Not intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience, equipment, or item provided for securing the safety, health or welfare of persons in the workplace.

IMMA

	<ul style="list-style-type: none">• To attend training on health and safety as required and to be willing to undergo assessments on such training.• Not be under the influence of alcohol or drugs or a combination of alcohol and drugs to the extent that they are likely to endanger their own safety, health and welfare at work or that of any other person.• Not engage in improper conduct or other behaviour such as violence, bullying or horseplay, which could endanger another person at work or your own safety, health and welfare.
--	---

This role profile is a guide to broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. The role profile may be reviewed in the light of new structures and / or the changing needs of the Museum. All employees are required to be compliant with IMMA's screening, security and Garda vetting procedures.

Signed: _____ **Print Name** _____
Employee

Date: _____

Signed: _____ **Print Name:** _____
Manager

Date: _____