

Editions Officer

Background

For over a century the Whitechapel Gallery has premiered world-class artists from modern masters such as Pablo Picasso, Jackson Pollock, Mark Rothko and Frida Kahlo to contemporaries such as Sophie Calle, Lucian Freud, Gilbert & George and Mark Wallinger.

With beautiful galleries, exhibitions, artist commissions, collection displays, historic archives, education resources, inspiring art courses, dining room and bookshop, the Gallery is open all year round, so there is always something free to see.

The Gallery is a touchstone for contemporary art internationally, plays a central role in London's cultural landscape and is pivotal to the continued growth of the world's most vibrant contemporary art quarter.

Role

The *Editions Officer* will work closely with the Head of Editions and Editions Sales Officer to deliver all aspects of the production, storage, customer care and sales of Whitechapel Gallery's portfolio of Artists' Editions. The Editions Team is part of Whitechapel Gallery Ventures, the trade subsidiary of Whitechapel Gallery, comprising the Director of Commercial Enterprises, Head of Editions, Editions Sales Officer, and the Head of Publications.

Accountability

The *Editions Officer* is part of the commercial Ventures team and is line-managed by the Head of Editions.

Job description

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Duties and Responsibilities

Production & Logistics

- Assisting the Head of Editions with the development and production of new editions.
- Responsible for the general care, conservation and storage of artworks.
- Liaising with Whitechapel Gallery's framing partners.
- Assisting with planning, logistics and organisational tasks around Art Fair and any other external event participation.

Sales & Customer Care

- Actively contribute to meeting income targets, in conjunction with the Head of Editions and Editions Sales Officer.
- Together with the Editions Sales Officer be responsible for all customer care and order fulfilment of Editions.
- Attending UK and International Art Fairs and selling Editions to meet agreed targets as required.
- Post-Art Fair customer follow-up and order fulfilment.
- In liaison with the Head of Editions and Editions Sales Officer, assisting with the delivery of sales events, promotions and campaigns to drive sales of Editions.

Marketing & Ecommerce

- Responsible for maximizing online sales revenue through owned channels including the holistic improvement of our ecommerce offer.
- Responsible for creating, formatting and uploading content to Whitechapel Gallery online shop and maintaining and updating product pages.
- Delivering the creation of content, posting and planning for Whitechapel Gallery Editions and Allied Editions Instagram accounts.
- Main point of contact for Whitechapel Gallery Editions internally with regard to communications and development teams, taking a proactive approach to planning the coordinated launch and promotion of Editions.

- Maintaining and proactively growing our collector database in line with GDPR for use in marketing and promotion of stock.
- Briefing and production of print and digital sales material.
- Liaising with photographers to document editions and formatting and colour correction if needed.

Administration & Finance

- Administering sales invoicing for editions orders and liaising with the Finance Department to ensure payments are completed.
- Recording and monitoring expenditure for supplies and services.
- Recording income for sales through online channels.
- Reporting on sales and providing details of income, stock valuation and expenditure when required.
- Assisting with annual Editions' stock take and reconciliation.

Other

- Serving as main point of contact and proactively selling Limited Editions at Season Openings and other on site events as required.
- Overseeing training for and day-to-day tasks of Commercial Enterprises placements and temporary staff.
- Answering of general enquiries about publications and editions.
- Represent Whitechapel Gallery at public events, meetings and networking on behalf of the organisation.
- Any other duties deemed fit by the Head of Editions and the Director of Commercial Enterprises.

Person Specification

Essential

- Interest in and knowledge of contemporary visual arts and artists' limited editions
- A collaborative approach, contributing positively and creatively to the team dynamic
- Organised and self-motivated with impeccable attention to detail

- Excellent administration, project and time management skills
- Proven sales experience and excellent customer care with the drive to exceed expectations
- Confident IT skills with experience with Microsoft Office suite
- Experience in managing and developing ecommerce platforms including Shopify and retail database management systems
- Demonstrable experience of on-platform social media management as well as third party scheduling tools including Hootsuite
- Commitment to advancing the issues of equality, diversity and inclusion in the arts and culture sector.

Desirable

- Knowledge of Adobe Photoshop and InDesign
- Experience of edition production and processes
- Knowledge of art handling and conservation protocols
- Experience of framing and packing artwork for international shipping
- Experience of working at art fairs

Equality, Diversity & Inclusion

The Whitechapel Gallery is undertaking a major policy review to address systemic discrimination; and considering what part we can play in reforming the arts sector overall. We are auditing our programmes, our staff and our audiences to assess successes and failures and bring about reform and innovation. Our Action Plan is guided by staff, but also draws on the experience of external organisations dedicated to combating racial injustice and social inequality. We want our workforce to represent all sections of the community and expect all our workers to have a strong commitment to work with the Gallery in creating an equal, diverse and inclusive workplace. Our ambition is to reflect society and to create a diverse, inclusive and welcoming environment for all to experience art.

Conditions of Work

- Permanent 0.8 FTE contract
- Hours of work: Monday – Thursday, 9.30am – 5.45pm, including two Fridays per month plus some occasional weekend and evening work, which will be compensated by time off in lieu.
- Salary: £24,500 pro rata
- Period of notice: 2 months on either side
- Probation period: 6 months

In addition, the benefits you are eligible to receive are, subject to availability:

- 25 days annual holiday (pro rata for part-time staff)
- Option of 4% of your gross salary provided as employers' pension contribution
- Discount from the Gallery bookshop (subject to availability)
- Discount from the Townsend Restaurant (subject to availability)
- Discounts on editions (one per edition) and publications (subject to availability)
- Annual research/travel grant of £120
- Training opportunities
- Access to Employer Assistance Programme - 24/7 telephone and online resources
- Option to participate in the Busy Bees Childcare Voucher scheme.