

# Camden Art Centre Arkwright Road London NW3

**Retail and Buying Manager** - Permanent, full-time



Camden Art Centre, 2020. Courtesy of Pentagram.

Camden Art Centre is recruiting for a **Retail and Buying Manager**, an exciting opportunity to lead our Gallery shop, online shop, merchandise offer and bespoke products for an internationally recognised and respected cultural organisation. The role is responsible for our retail operations with end-to-end oversight from sourcing unique products which resonate with CAC audiences to managing daily shop operations and driving revenue and profits to support the Gallery's mission and income generating objectives. The role sits within our Commercial department and works closely with the Commercial, Front of House, Communications and Curatorial teams, and not least with our Finance team to support best practice around accounting, income, expenditure and strategic budgets.

The successful person will have a proven track record of retail experience within front of house operations, robust stock management and buying experience within the contemporary visual arts, cultural or digital media sector. They will have an excellent visual eye and attention to detail and have a creative and collaborative approach to building product ranges and developing products. They will enjoy working flexibly within a busy team environment, be target driven and have a passion for making contemporary art accessible through merchandise and books.

Camden Art Centre is committed to achieving diversity across our staff, board, programmes and audiences, reflecting our community in North London and internationally. We want and aim to be an open and progressive organisation with equity and social justice at the forefront of our work. We proactively seek to include diverse and under-represented voices and Camden Art Centre operates a zero-tolerance of discrimination.

# Camden Art Centre Arkwright Road London NW3

We know that creating a truly inclusive culture is a journey, and we are deeply committed to this journey, including ensuring there is appropriate training and meaningful dialogue across all staff and board members to support commitment.

We are particularly interested in applications from people from backgrounds that are underrepresented in the museums and galleries sector, including people from low-income backgrounds, people with disabilities, and people from Black, Asian, and ethnically diverse backgrounds.

Camden Art Centre is committed to meeting the needs of applicants with disabilities. Visit our [access webpage](#) for general information. Please see [our recruitment guidance document](#) provided for further information.

This job pack will give you more information about the role.

We provide [additional guidance notes](#) to help you better understand the recruitment process, the information we need to know about you to understand if you are the right person for this opportunity, and how best to approach completing your application.

Thank you again for your time and best of luck with your application.

Camden Art Centre

# Camden Art Centre Arkwright Road London NW3



The Shop at Camden Art Centre, 2023. Photo: Rob Harris.

## What is enclosed in this document?

1. Key recruitment information
2. About Camden Art Centre
3. Job Description
4. Person Specification
5. Equal Opportunities guidelines and monitoring

### 1. Key recruitment information

**Closing date for applications:** Tuesday 4 August 2026 by 10am  
**Interviews will take place:** Tuesday 18 August 2026

Please note that we are unable to consider any applications which are received after the deadline. If you cannot make an offered interview time, we may not be able to give you an alternative.

Unfortunately, due to the high volume of applicants, we are unable to write back to all applicants at the shortlisting stage or to give specific feedback on why you have not been shortlisted. If you do not hear from us by Tuesday 18 August 2026, please assume that you have not been shortlisted in this instance.

Applicants must have the right to work in the UK.

Please do not send CVs.

Please send us your completed application form to [recruitment@camdenartcentre.org](mailto:recruitment@camdenartcentre.org) with 'Retail and Buying Manager' in the subject line.

# Camden Art Centre Arkwright Road London NW3

Please also complete the online equal opportunities monitoring form here:

[Equal Opportunities Monitoring Survey](#)

The equal opportunities form is confidential and separate from your application.

If you have any queries regarding the role or any difficulty in completing your form, please contact us at [recruitment@camdenartcentre.org](mailto:recruitment@camdenartcentre.org).

Camden Art Centre  
Arkwright Road  
London NW3



Camden Art Centre, akâmi: Duane Linklater at Camden Art Centre 2025. Photography by Elliot Baxter.

## 2. About Camden Art Centre

Since 1965 Camden Art Centre has been a place for art and the people that make it. Rooted in our local community and internationally acclaimed, we foster a sense of belonging and a deeper relationship to art. We aim to push boundaries and connect people to their own creativity through our exhibitions, residencies, events and learning programmes.

Originally built as a public library, the building now combines historic architecture with open, modern spaces and a secluded garden with free entry for all. Camden Art Centre has always led the way supporting artists and audiences to create and engage with the most vital and inspiring contemporary art and culture today.

### Our vision

For us all to be empowered to explore our creativity and to deepen our enquiry of the contemporary world.

### Our mission

To be a space to look, make, think and talk about the most vital and inspiring contemporary art and culture today; a place to connect to your creativity.

Our values are to be:

Open

Thoughtful

Challenging

Rigorous

and to centre creativity in everything we do.

# Camden Art Centre

## Arkwright Road

## London NW3

Camden Art Centre has championed over-looked and under-represented artists from every generation. From early shows like 'Contemporary African Art' in 1970, to the very first UK exhibitions of then little-known figures like Hilma af Klint in 2006, Forrest Bess in 2022 and Martin Wong in 2023. For over 50 years, we have worked ahead of the curve, giving early support and exposure to artists including Phyllida Barlow, Sophie Calle, Martin Creed, Mary Heilmann, Kerry James Marshall, Mike Nelson, Laura Owens, Veronica Ryan, Yinka Shonibare, Kara Walker, Christopher Wool and more recently Allison Katz, Walter Price and Mohammed Sami. Our world-renowned exhibitions programme supports artists at every stage of their careers, enabling them to make work that is relevant for today: brave, challenging, engaging and vital.

Camden Art Centre is an Arts Council England (ACE) National Portfolio Organisation (NPO) and a registered charity governed by a Board of Trustees. We have a team of around 25 plus Front of House and artists and freelancers who work on our programmes.

[Tap here to explore](#) our archive, featuring past exhibitions, residencies and projects.

For more information, visit [camdenartcentre.org](https://camdenartcentre.org)

YouTube: [Camden Art Centre - YouTube](#)

Instagram: [Camden Art Centre \(@camdenartcentre\)](#) • [Instagram photos and videos](#)

X: [Camden Art Centre \(@CamdenArtCentre\)](#) / [Twitter](#)

Facebook: [Camden Art Centre - Home | Facebook](#)

Benefits Include:

- 25 holiday days per annum, plus bank holidays (pro rata for part-time staff)
- Access to ICOM card for free entry to museums and galleries
- Discounts in our shop, café, workshops and courses.
- Training and development opportunities
- Health and wellbeing support (Health Assured Scheme)
- Access to interest-free season ticket loan and cycle scheme partnership.

Camden Art Centre  
Arkwright Road  
London NW3



60<sup>th</sup> Anniversary Party at Camden Art Centre. Photography by Hydar Dewachi.

3. Job Description  
Retail and Buying Manager

|                    |                                     |                 |                                |
|--------------------|-------------------------------------|-----------------|--------------------------------|
| Employer           | Camden Art Centre                   | Place of work   | Arkwright Road, NW3 6DG        |
| Reports to         | Head of Commercial                  | Department      | Commercial                     |
| Salary             | £35,000-40,000 per annum            | Contract        | Permanent                      |
| Hours/Days of work | Wednesday - Sunday<br>10:00 – 18:00 | Responsible for | No direct reports at this time |

Outline of role:

Camden Art Centre’s retail operations generate essential commercial income to support our charitable objectives via Camden Art Centre Trading Ltd. The shop stocks a range of merchandise including, stationery, lifestyle gifts, decorative homewares, fashion accessories and apparel. We also sell a range of artist editions supported by artists within our programme and adjacent to us. The shop also comprises of a well-respected independent book selection specialising in contemporary art books, including monographs, philosophy, criticism, literature, periodicals and exhibition catalogues.

# Camden Art Centre

## Arkwright Road

### London NW3

The Retail and Buying Manager is a newly configured role and leads on Retail strategy with the Head of Commercial, Director, Deputy Director and front of house team and manages the CAC Retail operations from end to end, including the online shop.

The Retail and Buying Manager is responsible for the researching, planning and purchasing of merchandise and book stock lines, creating an inspirational, unique and fun destination shop serving our audiences and attracting new customers to grow sales and increase the profits returned to the Gallery.

The reception desk, which doubles as the shop sales desk is manned by the front of house visitor assistants and supervisors. This role plays a key part in supporting this team through training, development, communication and performance management to maximise sales, task delegation and planning.

As a key member of a small team, it is essential that the post holder is highly flexible and adaptable, comfortable in working to ambitious income targets, and with the ability to support activity across the work of the Commercial department and broader organisation.

#### **Key tasks and responsibilities:**

##### **Retail Strategy**

1. Lead on developing the retail strategy with the Head of Commercial, Director and Deputy Director under the oversight of the CAC Trading Board. Managing the delivery of the strategy to meet income and expenditure budgets.
2. Ensure that Camden Art Centre's identity as a Contemporary art institution and values are reflected in the range products and books presented by the shop, understanding the diversity of our audiences both locally and beyond.
3. Lead on the research, planning and purchasing of all merchandise and book stock lines within agreed budgets and approval processes (Buying)
4. Lead on the development and production of CAC branded merchandise products under the direction of the Head of Commercial and Director.
5. Collaborate with the Head of Commercial, Curatorial team and Director to develop and produce Artist Editions aligned with the CAC exhibitions programme and special projects with artists and Galleries associated with CAC.
6. Work with the Curatorial team to lead on distribution and sales of CAC publications and co-publications; range book titles which align and represent the exhibition programme, related events and concerns of artists working with CAC.
7. Work closely with the Communications and Marketing team to promote and enhance our audience reach for CAC branded products, artist editions and publications.
8. Monitor peers, retail and design trends within the arts and culture sector to keep offering fresh and interesting products and books to stay relevant with our audiences.

##### **Budgets, Inventory Management and Performance**

9. Set annual trading budgets and targets to maximise profits and grow income.
10. Monitor and manage key performance indicators through analysis and reporting of sales figures, identify opportunities, trends and challenges, implementing changes in agreement with Head of Commercial.

# Camden Art Centre

## Arkwright Road

### London NW3

11. Produce weekly and monthly reports on retail performance and budgets for the Head of Commercial, Deputy Director and front of house teams.
12. Work closely with the (Finance Manager) on invoicing, sales records, income, expenditure, online sales; assisting with reconciliation of monthly management accounts and liaise on any other retail financial matters.
13. Work within the shop budget for stock purchases and ensure that stock does not exceed agreed values. Be a company credit card holder, manage and reconcile expenditure under the organisational terms.
14. Manage and negotiate relationships with suppliers, wholesalers, distributors, sales reps and independent makers and artists to achieve budgeted profit margins, sales and returns terms,
15. Manage inventory and records; plan and deliver annual stocktakes, investigating losses/gains, completing adjustments and taking action to correct stock issues and control shrinkage with the relevant teams.
16. Liaise and work with auditors on stocktaking and any other retail audits as required.

#### **Ecommerce and EPoS**

17. Manage the Ecommerce and EPoS system (currently Shopify) with support from the Head of Commercial, Communications and Marketing Manager and contracted external developer.
18. Ensure and control appropriate levels of access to the system across members of the organisation.
19. Maintain and awareness of data security and integrity, alerting the senior management team of any issues.
20. Manage the back-end Ecommerce CMS, product records, copy, image assets, shipping rates, orders, customer records and other functions.
21. Manage the front-end Ecommerce experience for users through merchandising, layout, quality of text and images; liaise with the Communications and Marketing team to make changes and resolve issues with developers
22. Support the Head of Commercial and Communications team on development and redesigns of Ecommerce and EPoS systems.
23. Monitor and train front of house team on standards for packing and shipping procedures for online and mail orders, including specialist packaging for artist editions and high value items.

#### **Shop Management**

24. Plan and implement effective retail management systems and processes which can be accessed by part-time and a rotating team of front of house staff.
25. Plan, implement and delegate shop layout and visual merchandising to maximise sales, aesthetics and visitor experience.
26. With support from, and delegation to, the front of house supervisors and assistants, place and process all orders and deliveries
27. Manage the day-to day sales orders across the shop and online with the front of house team, delegating as required.

# Camden Art Centre

## Arkwright Road

### London NW3

28. Train and support front of house staff, including assistants, supervisors and manager on selling, customer care, EPoS, daily processes and tasks, inventory control, product knowledge, visual merchandising and shop floor standards. Provide shop cover as required.

#### **Marketing, Communications and Events**

29. Collaborate and meet regularly with the Communications and Marketing team and Head of Commercial to promote, market and present CAC retail in store and digitally.
30. Identify and maximise opportunities for upselling and cross-selling across events, courses activity and café audiences.
31. Present at and attend regular all staff meetings, operations meetings and away days.
32. Research and manage commercial events in collaboration with the Commercial team to help drive retail sales, such as fairs, book launches, product launches and talks.
33. Manage and support the presence of CAC at off site events such as art fairs (eg. Frieze), liaising with fair operators and managing temporary staffing and production for such events.
34. Work closely with the front of house coordinator and supervisors to develop and maintain communications systems for delivery of retail processes, procedures, knowledge sharing and other operational concerns.

#### **Reception and Customer Care**

35. Be an informed and approachable representative of CAC, ensuring that visitors receive the highest standard of welcome and customer service at all times.
36. Provide customers with relevant information and respond to or delegate enquiries in a timely and efficient manner.
37. Ensure complaints are dealt with in line with CAC's standards of visitor care.
38. Ensure deliveries are dealt with efficiently by relevant team members and adherence to guidelines set out under shop operating procedures; with attention to maintaining an organised and tidy shop counter area.
39. Respond to email enquiries swiftly and direct to appropriate team members where relevant.
40. Consult staff calendars, rotas and room booking systems to be aware of staff schedules and activities across the building which might affect retail operations.
41. Work closely with the (Front of House Coordinator) to plan and support cover for the shop desk from the team.

#### **Key Holder / Duty Manager**

42. Act as a Duty Manager as and when required and/or on rotation within keyholder pool.
43. Follow CAC procedures and be responsible for locking and unlocking the building including operations of intruder and fire alarm systems.
44. In line with Fire Alarm and Evac procedures, be responsible for fire safety and act as a Fire Warden in the event of an emergency. Liaise with emergency services if required.

# Camden Art Centre

## Arkwright Road

### London NW3

45. Operate in accordance with the Centre's health and safety, employment, equal opportunities, environmental, anti-racism, safeguarding, data protection and other policies and procedures.
46. Be first aid trained and undertake refresher courses as required.
47. Take responsibility for own administration, devise and implement appropriate processes, procedures and time management systems to achieve agreed objectives.
48. Maintain a commitment to training and professional development and participate in staff team activities.
49. Advocate and represent CAC at previews and other evening and weekend events which feature a Retail aspect.
50. Have the ability to work occasional evenings, for which TOIL would apply.
51. Maintain confidentiality and discretion at all times.
52. Abide by General Data Protection Regulations 2016, Privacy and Electronic Communications Regulations 2003, and the CAC Data Protection Policy.
53. Act as a keyholder as appropriate and required.
54. Undertake other duties as required to ensure the smooth running of the Centre.

## Person Specification

### Essential skills / experience / qualities:

1. At least 3 years experience of working in a relevant retail environment such as visual arts, heritage and visitor attractions, book shops, independent boutiques
2. Experience of developing and implementing successful retail strategies
3. Experience of ecommerce and using CMS
4. Experience of preparing and analysing financial reports and working with Excel to manage data and information
5. Experience of stock buying, researching and developing product ideas
6. Experience of managing supplier relationships and negotiating on terms
7. Experience of inventory management and control
8. Experience of managing sales and expenditure budgets
9. Excellent analytical skills with the ability to process data and report insights
10. Proactive and creative with the ability to generate, articulate and deliver on new ideas
11. Interest in designers/makers and trends in independent retail
12. Interest in art and culture publishing
13. Experience of training and delegating to sales and operations teams
14. Focussed, results-driven and enthusiastic
15. Eye for Visual Merchandising
16. Passionate about customer care and inclusivity
17. Able to communicate to a wide range of people
18. Highly organised with ability to implement robust operational systems
19. Excellent technical literacy; CMS, inventory software, data entry, Excel
20. Positive and supportive behaviour in the workplace
21. Proactive support for the artistic and business aims of Camden Art Centre
22. A flexible and collaborative approach to working as part of a team

# Camden Art Centre

## Arkwright Road

### London NW3

- 23. Honesty, reliability, punctuality.
- 24. Confident and calm in dealing with emergency situations

#### **Desirable skills / experience / qualities:**

- 25. Experience of using Shopify
- 26. Experience of using Adobe CS
- 27. Knowledge and Interest in the arts, particularly contemporary art
- 28. Knowledge of legal, copyright and intellectual property best practice
- 29. Experience of working directly with the Press and Media.
- 30. Line management experience

# Camden Art Centre

## Arkwright Road

### London NW3

#### 5. Equal Opportunities Policy and Monitoring

1. Introduction
  - 1.1 Camden Art Centre (CAC) is committed to a policy of equality of opportunity in its employment practices and in the provision of services to users.
  - 1.2 The Sex Discrimination, Race Relations and Disability Discrimination Acts protect job applicants, employees, self-employed people, and contract workers alike and accordingly the word "employee" in this policy includes all such people who are protected by the Acts.
  - 1.3 Senior management fully supports this policy. All employees are responsible for its implementation and should request special training if they have any doubts about its application. An employee should address any questions in relation to the policy or any requests for special training to the Director.
  - 1.4 Employees who feel that they have suffered such discrimination should raise the matter with the Director.
2. A Statement of Policy
  - 2.1 As an employer CAC aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, ethnic or national origins, disability, marital status, gender, sex, sexual orientation, age, class, responsibility for dependants or religious beliefs.
    - 2.1.1 Selection procedures and criteria are reviewed to ensure that individuals are selected on the basis of their relevant merits, abilities, experience, and qualifications.
    - 2.1.2 All employees must accept their personal responsibility for the practical application of the Policy but at the same time CAC acknowledges that specific responsibilities fall upon management, supervisory staff and individuals professionally involved in recruitment and employee administration.
    - 2.1.3 To ensure this Policy is consistently applied and monitored co-ordinating responsibilities have been assigned to the Administrator who will monitor the operation of the Policy for both employees and job applicants.
  - 2.2 As a service provider, CAC aims to ensure that its artistic programme reflects the cultural diversity of the community in which it is based. In particular it aims to ensure that audiences and users are not denied access to the programme on grounds of race, ethnic or national origins, disability, marital status, gender, sex, sexual orientation, age, class, responsibility for dependants or religious beliefs. The artistic programme also aims to challenge and explore issues around identity and society's response to identity and 'difference'.
    - 2.2.1 The exhibition and education programmes are reviewed to ensure that they reflect the needs and interests of the whole community.
    - 2.2.2 Targeted activities will be integrated into the programme in order to encourage increased use of the Centre by members of the community who 'traditionally' feel excluded from art spaces.
    - 2.2.3 All employees must accept their personal responsibility for the practical application of the Policy but at the same time CAC acknowledges that specific responsibilities fall upon management, supervisory staff and individuals professionally involved in programming and service provision.
    - 2.2.4 To ensure this Policy is consistently applied and monitored co-ordinating responsibilities have been assigned to the Director who will monitor the operation of the Policy within the artistic programme and other services.
3. Recruitment procedures
  - 3.1 Job descriptions and person specifications are regularly reviewed to ensure that they accurately reflect the responsibilities of the post and contain no indirect discrimination.
  - 3.2 The person specification and experience related to the job description provides the basis for the objective criteria for selection of candidates for short listing and appointment.
  - 3.3 Applicants receive a job description, person specification, and an equal opportunity form for details of protected characteristics such as sex, disability and race in line with Arts Council guidance, that will be used for monitoring purposes.
  - 3.4 Data may be referred to after initial shortlisting in order to choose between candidates of equal merit, in order to support our aim to diversify our workforce for individuals with protected characteristics.
  - 3.5 Interview panels will be kept to a minimum size and panel members will be briefed on the application of the policy and the inadmissibility of discriminatory questions.
  - 3.6 Candidates selected for interview will be asked the comparable questions. Candidates required to sit recruitment tests will be set the same tests.
4. Grievances

Anyone who believes that there has been any breach of this equal policy or has a grievance in respect of any act of sexual or racial harassment or any other discrimination should raise the grievance in accordance with CAC's Grievance Procedure. Anyone who does not feel able to do this should raise it with the Director or if that is inappropriate, the Chair.
5. Discipline

An employee who harasses or discriminates against any other employee or CAC users or visitors on grounds of race, ethnic or national origins, disability, marital status, gender, sex, sexual orientation, age, class, responsibility for dependants or religious beliefs will be dealt with under CAC's Disciplinary Procedure. Such harassment or discrimination will normally be regarded as gross misconduct so that, on completion of the investigation and the relevant stage of the Disciplinary Procedure, the employee will be summarily dismissed.

Camden Art Centre  
Arkwright Road  
London NW3

*Thank you for reading and good luck with your application.*



Slogan plates created by Kingsgate Primary School pupils before 2019