



Job Pack: Gallery & Retail Assistant

Cockpit 40 Leadenhall

Applications due by midnight, Sunday 20 September 2026

This year Cockpit celebrates its 40th anniversary, marking four decades as one of the UK's most influential charities for contemporary craft and making. To celebrate this milestone, we will be bringing Cockpit to new audiences, to share the extraordinary skill and creativity of our makers through the opening of an exciting new gallery and retail space in the City of London — a public-facing home for Cockpit's makers, showcasing exceptional contemporary craft through rotating exhibitions, a curated retail offer, and a programme of workshops, talks, and private views.

Our vision for 40 Leadenhall is as an active, energised, welcoming space, presenting work from emerging makers and leading figures within craft. The space will give visitors the chance to meet the makers, view and buy work, watch makers in action, and explore their own creativity with expert guidance.

We're looking for an enthusiastic, customer-focused Gallery & Retail Assistant to help bring this new space to life from launch.

Reporting to the Gallery & Retail Manager, this role is key to the day-to-day running of Cockpit's new City location, helping to cement Cockpit as a leading voice within contemporary craft. You'll be a welcoming first point of contact within Cockpit's new vibrant cultural destination in the Square Mile — a space designed to connect thousands of people who work in the City with world-leading creative talent, whilst also encouraging a new type of visitor into the Square Mile.

About Cockpit

[Cockpit](#) is a centre of excellence in contemporary craft and home to more than 180 makers united by their extraordinary skill and creativity. A charity recognised as a UK top 100 social enterprise, we give makers the tools to build their businesses so they can focus on what they do best: making. We provide funded studio space, in-house business training and coaching, and exhibition opportunities for makers working across 25 different disciplines.

Cockpit aims to bridge the gap between talent and opportunity and is the UK's only business incubator for makers. We are a destination for talent, having launched the careers of some of the major names in craft.

About the role

We're looking for a friendly, organised, and commercially minded Gallery & Retail Assistant to support the day-to-day running of this new space. You'll be the welcoming face of Cockpit on the gallery floor — helping visitors browse and buy work by Cockpit makers, keeping the gallery and retail displays looking their best, and supporting a lively events programme of workshops, talks, and private views.

Working closely with the Gallery & Retail Manager, you'll help deliver exhibition installs and de-installs, support retail sales and stock management, create promotional content, and pitch in wherever needed to keep the space running smoothly — from opening up in the morning to helping pack a customer's purchase beautifully for them to take home. This is a hands-on, front-facing role suited to someone with a genuine passion for contemporary craft, excellent people skills, and a real willingness to get stuck in. This is a great role for anyone looking for a career within the arts or gallery curation.



About you

You have some experience in a retail, gallery, hospitality, or other customer-facing role, and you bring warmth, confidence, and reliability to everything you do. You're comfortable talking to a wide range of people — from makers and collectors to curious passers-by — and you take pride in delivering excellent customer service.

You're organised and detail-oriented, happy handling stock, pricing, packaging, and point-of-sale transactions accurately, and comfortable helping to carefully handle and present artwork and craft pieces to a high standard. You're a good team player who's equally happy following clear direction as using your own initiative when the space is busy. You're flexible and willing to pitch in — whether that's helping set up for a private view, supporting a workshop, or restocking shelves — and you share Cockpit's mission of connecting exceptional creative talent with real opportunity.

Diversity drives creativity

Cockpit is committed to inclusion, diversity, and equity in all our activities. We know that creativity and innovation are fuelled by diversity. Recognising that equity is a matter of social justice, we foster an inclusive culture where all aspects of diversity are celebrated and seen as key to success and flourishing.

We are committed to building a more diverse community and creating an environment where anyone, from any background, can develop their talents, do their best work, and realise their full potential. This extends to our community of makers, staff team, and Board of Trustees. We especially welcome applications from candidates with backgrounds currently under-represented in craft, including people from the Global Majority and D/deaf and disabled people.

As part of our commitment to increasing the diversity in our staff team and better reflect the communities we serve, we offer a guaranteed interview scheme for candidates who meet all the essential criteria in the person specification and identify as being from a Global Majority background and/or as D/deaf and/or disabled.

If you identify as having one or more of these protected characteristics and meet the essential criteria for the job, please state in your application that you would like to be considered under our guaranteed interview scheme.

To ensure accessibility for all candidates, everyone who is invited to interview will be asked in advance to let us know of any access needs.

Read more about our commitment here: <https://cockpitstudios.org/careers/diversity-and-inclusion/>

How to apply

To apply, send a CV and covering letter outlining how you fulfil the brief to fabienne@cockpitstudios.org with the subject line GALLERY & RETAIL ASSISTANT APPLICATION. Your cover letter should outline your interest in the post and working with Cockpit, and how your experience fits the job role.

On submission of your application please also complete our [equal opportunities monitoring questionnaire](#). Answers to the questionnaire will be stored separately from the application and are for monitoring purposes only.



Interviews

First-round interviews will be held via Microsoft Teams on **Wednesday 30 September and Thursday 1 October**.

Second-round interviews will be held in person at Cockpit Bloomsbury on **Tuesday 6 October and Wednesday 7 October**.

We will contact shortlisted applicants by **Wednesday 23 September** if you have been invited to interview. We are sorry that we won't be able to contact every applicant. If you haven't heard from us by that date, please assume that you haven't been shortlisted for the role. Unfortunately, we will not be able to provide any further feedback.



JOB DESCRIPTION

Title: Gallery & Retail Assistant

Contract type: 24-month Fixed Term Contract

Hours: 10.30am–6.30pm, Tuesday–Saturday

Salary: £28,000

Start date: 2 November 2026

Reports to: Gallery & Retail Manager

Works with: Head of Marketing, Head of Development, Youth & Community Producer

MAIN DUTIES:

Gallery Support

- Support the Gallery & Retail Manager with exhibition install and de-install, including shipping, unpacking, packing, display, lighting, and presentation, all to a professional standard
- Support on the packing and shipping of purchased artworks, ensuring safe arrival of all pieces to the buyer
- Help maintain the gallery space, adapting it to suitable configurations for the various activations within the space, whether it's a changeover for a new exhibition, private view, talk, or workshop – you will be responsible for the smooth running of these change overs
- Support relationships with makers, curators, and the wider craft and design community, as directed by the Gallery & Retail Manager

Retail

- Deliver excellent customer service on the shop floor, helping visitors browse, learn about, and buy work by Cockpit makers
- Support day-to-day stock management, merchandising, pricing, and packaging, keeping the retail offer well-stocked and attractively presented
- Operate the till/EPOS system accurately, process sales and payments, and help monitor and report on retail performance

Events & Programming

- Support the planning and delivery of workshops, talks, and private views, including set-up, breakdown, and on-the-night hosting
- Help manage bookings and ticketing, and liaise with suppliers and makers as needed
- Welcome visitors and participants warmly, helping to build footfall and engagement from the City of London and beyond

Operations

- Support the day-to-day opening and running of the space, including opening/closing procedures, health & safety, and security checks
- Assist with the shipping, unpacking, and installing of stock and artworks for the retail space and rotating exhibitions
- Help pack and prepare gallery purchases for shipping or collection, ensuring a high-level, luxury feel to packaging and presentation
- Represent Cockpit's mission and values to visitors, press, partners, and the public

Marketing



- Help capture content from the space for the central marketing team to support promotion of exhibitions, events, and the retail offer. This will include obtaining assets (images and video content) of the space (retail area, exhibitions, workshops, private views, and talks) and obtaining information from makers including images, bios, and relevant information of work/practice
- Create ready to use content for the central Marketing team - an ability to use Photoshop, InDesign, or similar software is desirable

PERSON SPECIFICATION:

Essential knowledge, skills and experience

- Experience in a retail, gallery, hospitality, or other customer-facing role
- A genuine enthusiasm for craft and supporting independent makers/artists
- Excellent written and verbal communication skills, with a warm and confident manner
- Comfortable handling stock, pricing, merchandising, and point-of-sale transactions
- Well organised, reliable, and able to use initiative when working with limited supervision
- A strong team player, happy to support colleagues and pitch in wherever needed
- Ability to provide occasional out-of-hours support for private views and events where necessary
- Comfortable with light manual handling, such as helping move stock or artwork safely
- Proficient in the M365 suite of programmes
- Experience of creating captivating social media content (either personal or professional)

Desirable knowledge, skills and experience

- Experience using EPOS or till systems
- Experience of Photoshop
- Experience of social media scheduling tools (e.g. Later, Hootsuite)
- Experience helping to pack, handle or ship artwork or fragile goods
- Experience assisting with events, workshops or private views
- An interest in or knowledge of contemporary craft, design or applied arts

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