



ROYAL ACADEMY OF ARTS

July 2008

Dear Applicant

Temporary Mail Order Administrator, Royal Academy Enterprises Limited

Thank you for requesting the information pack about the position of Mail Order Administrator in RA Enterprises Limited.

Please find enclosed:

- A copy of the advertisement
- An outline job description and person specification
- Summary of the main terms and conditions of employment
- An introduction to the Royal Academy of Arts
- Summary description of the Academy's Collections

If you require an alternative format of the application form (for example in a larger print size or on tape), please do contact Human Resources on 020 7300 5795.

If you wish to apply for this position please fully complete the application form and return to me (at the Royal Academy), by the closing date of 30 July 2008 – if you would like an electronic version, please let me know. You may like to attach your CV to the application, but please do not submit your CV as your only means of applying for this job.

If you prefer, you may email your completed application to:

recruitment@royalacademy.org.uk.

Yours sincerely

Anne de Silva
HR Director

encs.

TEMPORARY MAIL ORDER ASSISTANT

RA ENTERPRISES LIMITED

£6.75/hr

August 2008 to December 2008

We are looking for a temporary Mail Order Assistant to assist the Mail Order Administrator during a busy period running up to Christmas. You will be taking orders and answering queries, receiving and processing payments, producing end-of-day report and liaising with the warehouse.

You must have an excellent telephone manner, be well organised, punctual and reliable and able to work quickly and accurately.

To apply for this post, please contact our 24 hr recruitment line: 020 7300 5833; or e-mail recruitment@royalacademy.org.uk or visit our website: www.royalacademy.org.uk

CLOSING DATE: 30 July 2008

Job Description

Responsible to: Mail Order Administrator
Based at: 6 Burlington Gardens, London W1.

Purpose: Under the direction of the Mail Order Administrator, assist in the running of the 2008 mail order campaign.

Responsibilities

- Taking orders and answering queries by post, fax, telephone, e-mail and web; entering them into and updating the computerised customer database.
- Handling cheque and credit card payments
- Printing end of day reports and reconciling sales to monies taken.
- Liaising closely with the warehouse to ensure the prompt despatch of orders, the regular return of picking lists, and receipt of returned orders.
- A good working knowledge of the product lines on offer.
- Any other duties as directed by the Mail Order Administrator.

Essential qualities:

- Excellent telephone manner and customer contact skills.
- Good organisational skills
- Good working knowledge of Microsoft Outlook, Excel and Word
- Punctual time keeping.
- A high degree of accuracy and numeracy.
- The ability to work well under pressure.

Desirable qualities:

- Experience of using a customer contact database.
- Customer facing retail or mail order experience.

SUMMARY OF MAIN TERMS AND CONDITIONS

The **Temporary Mail Order Assistant** will report to the Mail Order Administrator, RA Enterprises Limited

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|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Salary: | £6.75 per hour |
| Hours of Work: | The normal working week is 35 hours excluding a daily one hour lunch break. The working hours are from 9.30 am to 5.30 pm, Monday to Friday. |
| Duration of Contract: | August 2008 – mid December 2008 |
| Notice Period: | One week, applicable to both parties |
| Paid holiday entitlement: | 25 days per annum pro rata |
| Pension Scheme: | The Academy operates a contributory pension scheme. |
| Identity Checks: | You will be required to provide official documentation to confirm your right to live and work in the UK |

The Royal Academy of Arts

The Royal Academy of Arts is a society of artists founded in 1768 to promote 'the arts of design' – painting, printmaking, sculpture and architecture and there are some 100 Academicians in these categories. Today the RA continues to fulfil its founders' aims by organising exhibitions, providing education and stimulating debate. The RA mounts a continuous programme of internationally significant loan exhibitions to which gallery education programmes, seminars and debates are linked. The annual Summer Exhibition of works of art by Academicians and other artists has been held since 1759. It is the largest open-submission, selling exhibition in the world. Future generations of artists are trained in the RA Schools, which offer the only three-year postgraduate fine-art course in Britain. The RA owns a major collection of works by members past and present and the oldest and one of the best fine-art libraries in Britain. The collection has been given marvellous gifts such as the Michelangelo Tondo on display in the Sackler Wing. The RA is self-supporting, receiving no money from government for its cultural activities.

Summary description of the Academy's Collections

The collections of the Royal Academy have been integral to the institution since its foundation in 1768. Sir Joshua Reynolds, the first President, quickly saw the advantages of forming a repository of great examples of art, not only to inspire students in the Royal Academy Schools, but also to demonstrate the skills and ambitions of the British School. The core of the collections consists of the 'Diploma Works', that is, works of art presented by Members upon their election as Royal Academicians. These works, however, have been supplemented by further donations from the artists themselves, as well as many bequests, gifts and donations, so that the collections now include approximately 850 paintings, 350 sculptures, and 500 casts after Antique sculptures and architectural details. In addition the Academy's collections include holdings of about 17,000 prints, drawings, and sketchbooks; 2,000 early photographs; a library containing roughly 13,500 rare and historic books; and an archive of artists' papers and institutional records comprising more than 700,000 individual items.

The key components of the Royal Academy's painting and sculpture collection are as follows:

Diploma works - This collection dates from the 18th century to the present and illuminates an on-going contemporary vision of a national school of art that is both uniquely personal to each artist and integral to the history of the institution. It includes significant paintings and sculptures by artists such as Henry Fuseli, Sir Thomas Lawrence, John Flaxman, J.M.W. Turner, Sir Henry Raeburn, John Constable, David Roberts, W.P. Frith, Sir Lawrence Alma-Tadema, Sir Hamo Thornycroft, John Singer Sargent, Stanhope Forbes, Stanley Spencer, Victor Pasmore, Allen Jones, Barry Flanagan and David Hockney.

Teaching Collections - this part of the collection brings together a wide range of material relating to the principal historic function of the Academy as the country's first and, for many years, only free art school. Since the Academy's collections and library were created specifically by artists for artists, the works of art and other materials that they contain provide a unique insight into the history of the education of artists. This material includes a small collection of copies, including a full-size copy of Leonardo's *Last Supper* attributed to Giampietrino, and plaster casts after the Antique as well as unique écorché casts in some cases cast directly from dissected bodies. There is also a collection of medals, many of which relate directly to the Schools.

Portraits of Royal Academicians - these portraits of Members of the Royal Academy include iconic images of many British artists including the celebrated self-portraits by Sir Joshua Reynolds and Thomas Gainsborough, as well as significant representations of John Constable and Sir J.E. Millais, and revealing portraits of artists as diverse as Alma-Tadema, Lord Leighton, W.R. Sickert, John Bellamy and Sidney Nolan.

Michelangelo's *Taddei Tondo* - the only marble sculpture by Michelangelo in this country and arguably the nation's greatest forgotten treasure.