JOB DESCRIPTION

**Job Title:** Retail Assistant

**Reports to:** Retail, Buying and Merchandising Manager

**Department/Function:** Leisure & Tourism – Retail

**Hours:** Full and Part Time hours available

**Location:** Raby Castle

**Salary:** Competitive depending upon experience

An incredibly exciting retail destination is only weeks away from launch and Raby Estates are looking for a team of passionate, enthusiastic and hardworking individuals to assist with the daily retail store functions. The Rising development project at Raby Castle will not only provide superb visitor facilities within this spectacular setting but will transform the retail offer, expanding its current footprint and delivering new, intriguing ranges for our most valued customers.

Background

Raby Castle is a unique setting and our retail offer must therefore be full of individuality, surprise and elegance. We are not looking to replicate a retail model seen elsewhere but rather to curate a very bespoke range of gifting, lifestyle and produce ranges, which brings our customers back time and time again. Set within the beautiful Grade II\* listed Coach House building, the retail space will be reimagined to provide elegant surroundings for the most wonderful items. Alongside retail will be the other key features of this unrivalled development – Raby Castle itself, a beautifully designed Walled Garden, a stunning café restaurant and unique event spaces, driving thousands of people through the gates every year.

We need a Retail Assistant who is passionate about providing an outstanding customer experience and who takes pride in maintaining the stores appearance and organisation. And is hardworking and well organised to assist in making sure that the daily operations of the retail department run smoothly.

As the Retail Assistant you will:

* Have previous retail experience or worked within a customer focused position.
* Be responsible for providing excellent customer service.
* Provide service to customers, recommending products and processing purchases via an EPoS system.
* Be aware of product knowledge and the stories behind the suppliers we stock.
* Responsible for stocking shelves and maintaining the stores appearance.
* Cleaning duties and recording of freezer temperature.
* Take part in seasonal campaigns, promotions.
* Unpacking deliveries, checking and reporting any damages within the timescale.
* Pricing of stock and clear labelling on all products.
* Processing customer orders for larger items, such as furniture and lighting.
* Daily banking and administrative duties.

What to expect:

* You will be working in a public facing environment and be expected to be well presented at all times.
* The ability to work flexible hours is a must. Raby is particularly busy at weekends and during school holidays, so an ability to work these hours is essential.
* You will need a full, clean driving license.

You will need to have:

* Outstanding customer care skills.
* Effective communication and organisational skills.
* Honesty and integrity.
* Teamworking skills and a collaborative approach to work.
* A keen eye for detail.
* Enthusiasm, energy and creativity.
* IT skills, including use of excel spreadsheets and knowledge of EPoS systems.
* The ability to multitask and prioritise your workload.
* A flexible approach to work with the ability to adapt to a fast-paced, ever-changing environment.