JOB ADVERT

**Job Title:** Retail Assistant

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

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

**Hours:** Part Time hours

**Location:** Raby Castle

**Salary:** Competitive depending upon experience

**Job Ref:** VA203-2025

The recent developments at Raby Castle, Park and Gardens have put Raby on the map as a leading lifestyle destination in England, complete with heritage buildings, remodelled gardens, stylish shopping, fascinating history and local food. The estate also includes High Force Hotel and Waterfall, one of the largest in the UK.

This awe-inspiring family run estate is vast and thriving with opportunities. With a diverse range of departments including, tourism, farming, buildings, forestry, land management and sporting – no two days are ever the same!

We need a Retail Assistant who is passionate about providing an outstanding customer experience and who takes pride in maintaining the store’s appearance and organization. The person we are looking for will be 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.

**What we have to offer**

Its people that make a place, without people, a place is simply an empty shell. At Raby this is certainly true, it’s our people that make Raby special.

We strive to offer our employees an excellent working environment and the tools to perform, enabling them to achieve their goals and be the best they can be.

As well as some of the most iconic locations to work we offer:

* Attractive Salary
* Group Pension Scheme (7.7% employer contribution)
* Group Life Insurance
* Employee Health Cash Plan
* Employee Assistance Programme
* Free on-site car parking
* Opportunity for professional growth, including training to strengthen your skills
* Discounts at our retail and food outlets
* Discounts for stays at High Force Hotel
* Complimentary access to Raby Castle and High Force leisure attractions
* Behind the scenes tour of Raby Castle
* Invitations to Raby Estate social events throughout the year

**How to apply**

If you would like to be part of our journey and you feel you have the necessary skills, experience and personality to undertake this role, we’d love to hear from you.

**Privacy statement**

Raby Estates are gathering the data in this application for the purpose of recruitment and to ensure we can contact you regarding this application.

For information about what we do with your personal data see our [Raby Privacy Policy](https://www.raby.co.uk/privacy-policy/)