

R A B Y

Job Description

Job Title:	Retail Assistant
Reports to:	Retail, Buying and Merchandising Manager
Department/Function:	Leisure & Tourism – Retail
Hours:	Part Time hours
Location:	Raby Castle

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 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.

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- 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.