

R A B Y

JOB DESCRIPTION

Job Title:	Retail Manager
Reports to:	Retail, Buying and Merchandising Manager
Department/Function:	Leisure & Tourism – Retail
Hours:	37.5 hours
Location:	Raby Castle

The retail destination at Raby Castle is a vibrant, successful part of the visitor experience and we are looking for an enthusiastic, passionate and commercially driven individual to join our team as Retail Manager. The beautifully reimagined Coach House retail space has become a hub for unique gifting, lifestyle and produce ranges, attracting loyal customers and new visitors alike.

Raby Castle offers a truly distinctive setting, and our retail experience reflects that individuality, surprise, and elegance. We have created a bespoke range of products that keep our customers returning time and again. Set within the stunning Grade II* listed Coach House, our retail space provides an elegant backdrop for exceptional items. Alongside retail, visitors enjoy the Castle, Walled Garden, The Vinery café, and unique event spaces, making Raby a destination for over 300,000 people each year.

We need a Retail Manager who thrives on delivering commercial success and is passionate about creating outstanding customer experience. You will ensure the smooth running of daily operations by supporting the team, serving customers, and managing key administrative tasks.

As Retail Manager you will:

- Have previous supervisory retail experience in a high quality, customer focused environment.
- Be responsible for all operational duties, team management and product control, allowing the Retail, Buying and Merchandising Manager to focus on sourcing extraordinary products and presenting them to a high standard
- Provide friendly, informative and proactive service to customers, recommending products and processing purchases via an EPoS system.
- Engage the team with the stories behind the products, helping to create a sales focused team who shares the success of achieving budgeted revenue and provides kind, insightful customer service.
- Be responsible for inventory control and stocktaking, efficiently using retail software and IT systems.
- Be confident in producing spreadsheets and data required for ordering and reporting.
- Drive retail sales through seasonal campaigns, shopping events and brand collaborations, created in partnership with the Sales and Marketing teams.
- Be responsible for providing an outstanding customer experience, building rapport with our regular customers, to better understand their needs and requirements.
- Perform administrative duties, including implementing a successful Rota system, accommodating high demand periods.
- Keep the retail areas clean, maintaining a high level of presentation at all times.
- Liaise with suppliers and couriers to organise timely deliveries
- Unpack deliveries, checking and reporting any damage within set timescales.
- Price stock and clearly label all products.
- Process customer orders for larger items, such as furniture and lighting.
- Complete daily cashing up and banking duties.

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- Attend departmental operational meetings, liaising effectively with colleagues to drive sales across all departments.
- Effectively manage a team of passionate sales people, understanding their development needs and providing a rewarding working environment.

What to expect:

- You will be working in a public facing environment and will 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.
- Sound commercial judgement.
- 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 confidence with 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.