



Job Description

Retail Sales Assistant

Accountable to: Retail Manager, Finance & Estate Directors
Location: Dunvegan Castle & Gardens, Isle of Skye IV55 8WF

Dunvegan Castle & Gardens is an iconic part of Scotland's heritage at the heart of the 41,000-acre MacLeod Estate on the Isle of Skye. As the ancestral home of the Chiefs of Clan MacLeod for 800 years, Dunvegan is a multi-award-winning 5* heritage attraction, acting as a magnet for an average 180,000 visitors per year. As a major visitor attraction on the island, we operate with a diverse and friendly team who share our passion to preserve, develop and share this unique part of Highland history with our visitors.

JOB SUMMARY:

We are looking for a self-motivated Retail Sales Assistant to join our team to enhance the operational performance of our busy Retail department. As someone who enjoys dealing with people, your mission is to deliver our trademark warm Highland Welcome alongside a 5* customer service experience.

RELATIONSHIPS:

The Retail Sales Assistant reports to the Retail Manager who has operational responsibility for all retail activities across the MacLeod Estate.

QUALIFICATIONS:

- Experience in a customer-focused position in a dynamic working environment
 - Strong interpersonal and communication skills
 - Good general education (GSCE or equivalent)
 - Computer literacy – Word, Excel, Retail Stock Monitoring Systems
 - Cash handling and till experience. Training will be provided
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KEY RESULT AREAS:

- Assist the Retail Manager to meet and exceed our seasonal sale targets both on and offline
- Provide excellent customer service
- Consistently deliver the highest standards in retail presentation and engage with customers

DUTIES AND RESPONSIBILITIES

Your principal duties will consist of but are not limited to the following:

- As a Dunvegan Castle & Gardens ambassador, to always give our visitors a warm Highland Welcome.
- As one of the primary points of contact for our visitors, first impressions count. You will actively engage with, sell, and cross-promote the estate's commercial offering to our visitors.
- Ensure that all merchandise is clearly and accurately priced.
- Display merchandise to the highest possible standard in line with Retail Strategy Guidelines, ensuring that all displays are well-stocked, and that merchandise is displayed to maximise its sales potential.
- Employ soft selling techniques to assist customers in making their purchases.
- Complete any tasks assigned by the Retail Manager in a timely and efficient manner.
- Ensure the workspace is always kept clean and tidy for both yourself, colleagues, and customers.
- Complete all necessary records and documentation legibly and correctly. Issue prompt dispatch of returns to your line manager, including timesheets and daily cash summaries as and when required.
- Encourage visitors to leave their reviews on our Google, TripAdvisor business listings etc.
- Develop a working knowledge of all the visitor facilities at Dunvegan Castle & Gardens to deal with visitor enquiries, and cross-promote other parts of the Estate's businesses.
- Be accountable for your own development through regular meetings with your line manager.
- Abide by the terms of your contract of employment and the MacLeod Estate's policies and procedures.
- To perform any other duties outwith this remit as may be reasonably requested by your line manager, including providing temporary/lunch cover at other retail outlets within the MacLeod Estate.

This is a non-exhaustive list. Occasions may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the MacLeod Estate.

ADMINISTRATION & FINANCE

- To use tills in accordance with MacLeod Estate policies and procedures
- To assist with stock-takes and stock counts as required by the Retail Manager
- To take the necessary precautions to ensure the security of all monies under your control as well as till and payment systems

DESIRED SKILLS & EXPERIENCE:

- Customer-focused personality with strong interpersonal and communication skills
- Interest in retail sales and Highland history
- Ability to multi-task and resolve issues under pressure
- Adaptability. This is a varied and interesting role which requires a flexible approach
- Some experience working in a cultural or heritage environment
- A foreign language skill is not required but is desirable

HEALTH & SAFETY

- Adhere to the MacLeod Estate's Health & Safety policies and security protocols
- Comply with hygiene regulations in relation to retail consumables, checking sell by dates of perishable stock items etc.
- Take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work