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|  | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Assistant Manager - Retail

**SALARY**: £31,966 - £35,497 per annum

**WORKING HOURS**: 37 hours per week including evenings, weekends and bank holidays

**LOCATION:** Inverness Castle Experience

**HOME-WORKING:** This post is not suitable for home-working

**RESPONSIBLE TO:** Retail Manager

**JOB PURPOSE:** The role will focus on supporting the manager of the Retail outlet, deputising in their absence. Working positively and collaboratively with the wider Inverness Castle Experience team and High Life Highland. Support the delivery of a retail experience which reflects the Inverness Castle brand and caters to the visitors and local markets.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

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| 1. Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance. 2. Responsible for supporting the day-to-day management of the retail outlet at Inverness Castle Experience. 3. Support the Retail Manager with managing all staff employed at the retail outlet deputising for the Retail Manager in their absence. 4. Take responsibility for the successful delivery of visual merchandising standards, ensuring displays are refreshed regularly to reflect seasonal changes, product stories, and visitor trends, in line with the Inverness Castle Experience brand. 5. Engage with all suppliers required for the success of the retail outlet, manage day-to-day stock related administration, support stock counts, processing deliveries, updating pricing and maintaining accurate stock records. 6. Support the management of the retail EPOS system and stock ensuring all stock is accurately recorded with updates on orders, deliveries, price amendments and write offs. 7. Ensure high performance, service excellence and presentation standards of the staff and shop are maintained at all times, engaging with customers, building rapport, enhancing their experience and resolving any issues positively, professionally and promptly. 8. Assist with providing appropriate support for customers, according to the needs of individuals and different groups.      1. Ensure that the financial regulations are followed at all times and to support the Retail Manager in monitoring the facility budget, reducing costs and increasing income where possible. 2. Consult with customers and staff on the operation of the shop and to ensure the Retail Manager is informed of any issues or improvements that may contribute to the effectiveness, security or efficiency of the shop. 3. Follow the Inverness Castle Experience Retail Strategy and actively contribute to and implement development plans. 4. Assist with the monitoring and collation of performance statistics and other returns as required. 5. Support the implementation, monitoring and review of health and safety systems of work and policies within Retail (including Normal Operating Procedures, Emergency Action Plans, COSHH, Risk Assessments) and to ensure that all staff are conversant with and adhere to instructions and written procedures at all times. 6. Support the development and operation of a small online shop ensuring the shop is kept up to date, stock level monitored, post and packing done in an efficient manner, liaising with team members such as IT and Marketing to ensure the online shop revenue generation is optimised. 7. Provide first aid as and when needed, in accordance with training and procedures. (training will be provided) 8. Monitor the cleanliness of the retail area, equipment and toilet facilities, taking corrective action when required. 9. Carry out regular maintenance inspections in relation to the retail area, and equipment and to maintain appropriate records. 10. Be a key holder and ensure the security procedures are complied with at all times and respond to out of hours calls when required. 11. Work on a rota basis, including evenings, weekends and bank holidays. 12. Pursue continuous professional development opportunities and contribute to the continuous improvement of the Inverness Castle Experience. 13. Attend and undertake any training online or in person and on occasion you may be required to attend trade shows and meet suppliers to assist in the development of new ranges and stay ahead of retail trends. 14. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks. 15. Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness and working cross-functionally across the Inverness Castle Experience team. 16. Undertake all tasks in accordance with High Life Highland policies and procedures, including General Data Protection Regulations, health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken. |
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**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

**Date:** April 2025

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*

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|  | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** Assistant Manager - Retail

**LOCATION:** Inverness Castle Experience

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

**EXPERIENCE**

* Supervisory experience of retail operations in a high-volume environment
* Proven track record of working at pace, responding to sales performance and handling multiple priorities
* Practical experience in the management of EPOS and stock management within a retail environment
* Competent user of Microsoft Office products
* Experience of working within a visitor experience, cultural or hospitality venue business. (Desirable)

**EDUCATION AND QUALIFICATIONS**

* Qualification in relevant subject would be desirable or equivalent experience
* First aid at work certificate (Desirable)
* Health and safety certificate (Desirable)

**SKILLS / ATTRIBUTES GENERAL**

* Good communication skills both written and oral
* Self-motivated individual who will work under own initiative
* Numeric skills with the ability to interpret financial data and IT competence
* Ability to handle sensitive situations appropriately and with discretion
* Has a high standard of performance
* A clear understanding of customer needs

**SKILLS / ABILITIES SPECIFIC TO THE POST**

* Well-organised and detail-oriented, with a methodical approach to retail operations and supporting the development and implementation of retail systems
* An eye for visual merchandising with the ability to create compelling and commercially effective displays
* The ability to work flexibly including evenings and weekends to meet the demand of the service
* Strong understanding of Health & Safety in the workplace.
* Strong organisational and leadership skills
* Ability to multitask and problem solve with excellent time management skills
* Knowledge of the retail market with a demonstrable passion for products with a local emphasis, visual storytelling and delivering high-quality retail experiences
* Knowledge of supply chain, supplier negotiation and health and safety
* The commitment to deliver on High Life Highland’s i-Care people values: integrity, community, accountability, respect and example.
* The ability to generate enthusiasm and commitment to strategies, vision and values

**INTERPERSONAL AND SOCIAL SKILLS**

* Diplomacy skills with ability to maintain confidentiality
* Ability to relate well to staff and customers
* Enthusiastic and dynamic personality with ability to motivate and inspire others

April 2025