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

**JOB TITLE**: Store Person

**SALARY**: £25,242 - £25,935 per annum

**LOCATION:** Inverness Castle Experience

**HOURS:** Shifts will involve some 7am starts, evenings, weekends and bank holidays. 37 hours across 5 days on a rota basis.

**HOME WORKING:** This post is unsuitable for home working

**RESPONSIBLE TO:** Retail Manager

**JOB PURPOSE:** As a key part of the Inverness Castle Experience and Retail team, maintain a highly organised, safe, secure storage facility, communicating closely with retail team and transporting goods as needed with a clear quality and customer focus.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

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. Manage all incoming deliveries ensuring all orders and deliveries match in quantity, quality expected and receipt of all relevant records.
3. Raise any queries or concerns with suppliers in the first instance and report to Retail Manager if not resolved.
4. Maintain stock records via the EPOS system accurately on and ongoing basis providing relevant data to Retail Manager as requested.
5. Produce labels on the EPOS system and price goods.
6. Ensure prompt sourcing of products from store and deliver to the Inverness Castle Experience retail outlet.
7. Ensure all products are stored safely, securely and in such a way as to preserve the quality and life of the products.
8. Communicate regularly with the retail team and responding to ad-hoc requests promptly.
9. Utilise the vehicle available to Inverness Castle Experience and High Life Highland to transport products safely, securely and maintaining their quality, from the Store Room to the retail outlet at ICE.
10. Liaise with Retail Manager for support and guidance as needed.
11. Follow High Life Highland financial processes when purchasing, receiving and returning goods. (full training will be provided)
12. Undertake all tasks in accordance with High Life Highland policies and procedures, including health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.
13. Deal with waste and packaging and uphold our environmental values of being as sustainable as possible in all tasks.
14. Identify and progress improvements within the team, in conjunction with others as needed.
15. Pursue continuous professional development opportunities and contribute to the continuous improvement of the Inverness Castle Experience.
16. Attend and undertake any training online or in person.
17. Work on a rota basis, be responsible for knowing own shifts in advance, including some early mornings, evenings, weekends and bank holidays.
18. Assist other areas of Inverness Castle Experience and High Life Highland with particular projects, training or in the event of holidays or sickness.

**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:** May 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:** Store Person

**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**

* Experience in a role involving administration or stock control, following processes and completing records
* Computer literate with experience of using Microsoft packages

**EDUCATION AND QUALIFICATIONS**

* Good general level of numeracy and literacy equivalent to National 4 or 5 qualifications or the equivalent in work experience
* Full driving licence

**SKILLS/ATTRIBUTES GENERAL**

* Effective written and verbal communications skills
* Able to build rapport and positive relationships
* Self-motivation and enthusiasm
* Ability to work on own initiative, autonomously and as part of a team

**SKILLS/ABILITIES SPECIFIC TO THE POST**

* Good organisational skills
* Attention to detail
* Trustworthy
* Conscientious
* Reliable
* Diligent
* Able to demonstrate practical judgement
* Ability to manage workload and prioritise
* Knowledge of stock control (Desirable)

**INTERPERSONAL AND SOCIAL SKILLS**

* The commitment to deliver on High Life Highland’s i-Care people values: integrity, community, accountability, respect and example
* Enthusiasm and commitment to High Life Highland strategies, vision and values