



# Cawdor Castle & Gardens

**Job Title:** Retail Assistant (Seasonal)

**Hours of Work:** ½ hr lunch break, lunch provided

## Job Purpose

To assist in the efficient and profitable operation of the Castle's retail outlets: The Gift Shop; The Highland Shop; and The Wool Shop.

## General

- Delivering the range of retail products in alignment with operational standards and procedures
- Present a welcoming and positive attitude to visitors
- Operating the till and cash handling
- Maintaining a clean and tidy work place in alignment with Health & safety standards

## Detailed

- Ensuring the cleanliness of the work area and equipment including deep clean when required
- A focus on sales, attempting to up-sell at all times in order to achieve and exceed sales targets
- Promote and cross sell other Castle retail outlets and opportunities
- Display stock attractively and effectively using stock rotation
- Accepting deliveries of goods and stock
- Operation of till, including cash handling and security of cash
- Ensuring stock levels are maintained for all products and all other items
- Cash up accurately completing all paperwork and submit taking to management
- Working together with staff in other departments to deliver a high standard of visitor experience
- Any other reasonable duties as required by your line manager

The key to success in the role of Retail Assistant will be to remain flexible in ensuring the successful delivery of operations at Cawdor Castle.

This job description may be updated or adjusted to reflect the needs of the business.