

Cawdor Castle Limited

JOB AND PERSON SPECIFICATION

Job Title	Retail Assistant
Hours of Work:	Day shifts generally 0930 – 1730 Half shifts vary to cover mornings, lunch period or afternoons.
Rate of Pay:	Dependent on age
Location:	Cawdor Castle

Job Purpose

Cawdor Castle has three shops onsite as part of the visitor offering; the Gift Shop, Highland Shop and Wool Shop, all open daily from 10am to 5pm. A variety of goods are on sale, from small souvenirs and books to alcohol, jewellery and high end knitwear.

Previous experience in a retail role is beneficial, but not essential. As full training and support will be given, it's more important that you have a willingness to learn, a friendly and welcoming disposition, and a passion for providing a memorable and enjoyable experience to our visitors.

We are recruiting Retail Assistants to join an experienced, hardworking team to ensure the smooth and profitable running of the retail outlets for the 2026 season.

Main Responsibilities

- Operate the till system to accurately sell items, which includes handling cash and card payment.
- Maintain a clean and hygienic workspace and shop floor which includes dusting and hoovering.
- Display stock attractively and effectively using stock rotation.
- Accept and process deliveries of stock.
- Process mid-season price changes with quick and accurate labelling of goods.
- Promote and cross sell other Castle outlets and events.
- Learn about the items on offer and be confident in taking any opportunity to upsell.
- Assist Visitor Services in the cleaning, storage and rotation of Audio Guide devices.
- Work with other departments to ensure that standards of service are met across the business.
- Present in a welcoming, friendly and professional manner at all times.
- Any other reasonable duties as required by your line manager to support the needs of the business.