

Background

At Cotswold Farm Park we have 2000sqft of purpose-built retail space within our main visitor centre. Our aim is to further develop our busy gift shop into a retail destination in its own right, a must visit place to shop in the heart of the Cotswolds. Our retail products range from our own books, food and giftware ranges through to quality toys, gifts, clothing and camping essentials.

Key Responsibilities

Staff and Management

- Manage the retail team on a daily basis in the absence of the Retail Manager
- Assist with ensuring that all shop floor staff are trained to enable them to deliver exceptionally high standards of customer service, aligned with retail sales targets and aspiring to achieve superlative retail standards.
- Responsible for end of day cashing up and reconciliation
- Attend team meetings and communicate with other departments in the absence of the Retail Manager

Buying and Stock Control

- Assist the Retail Manager purchasing stock
- Control stocks, ensuring that merchandise is reordered as required, to maintain appropriate stock levels and achieve stockturn targets.
- Attention to detail in processing deliveries and getting stock onto the shop floor in a timely manner
- Assist with regular stock takes and input to the system

Merchandising and Promotions

- Merchandise and display stock to consistently high visual merchandising standards.
- Ensure all merchandise is correctly priced and supported effectively with descriptive tickets and other relevant point of sale material.
- Assistance with the maintenance of the system for ecommerce sales

Customer Experience

- Ensure that a superlative standard of customer service is maintained at all times and that any complaints are handled positively.

Health and Safety

- To ensure that daily standard operating procedures including cleaning are implemented to a high standard, working around visitor activities and events as required.

General Responsibilities

- To ensure that the front of house desk and all back of house areas are presented to a high standard and organised for maximum operational efficiency.

Please note, this job description is a guide to the work and responsibilities of the Deputy Retail Manager. It is not wholly comprehensive and does not form part of the Statement of Main Terms and Conditions of Employment.

PERSON SPECIFICATION

Experience

- Experience of leading a team is preferential
- Retail sales experience essential
- Merchandising experience would be preferential

Skills

- Excellent communicator and team motivator
- Computer literate with the ability to use Microsoft office software, business EPOS system (training will be provided) and be conversant with analysing data from reports.
- Demonstrate an enthusiastic, pro-active and problem-solving approach to the job

Knowledge

- A good understanding of retail sales processes and KPIs

This is a hands-on and physically demanding role, and will suit a candidate who is a natural people person, with appropriate retail experience. We will be looking for candidates who can demonstrate relevant experience in a retail environment.

To Apply: Please send your C.V. and a covering letter, explaining your interest in the role, salary expectations and notice period to bec.minett@cotswoldfarmpark.co.uk

End Date: 3rd October 2021

Job Types: Full-time, Permanent