



R A B Y

RABY ESTATES
RETAIL ASSISTANT
ROLE SPECIFICATION

Background:

The Raby Estate comprises landholdings and trading operations in Co Durham and Shropshire that are owned by Lord Barnard. Raby Estate business operations include in-house farms, let farms and residential property, visitor attractions and sporting enterprises across 3 Estates in Co Durham and Shropshire.

Raby Castle near Staindrop has been the home of the Vane family for generations and is open to visitors. Lord and Lady Barnard seek to develop the Castle and grounds so that Raby Castle becomes one of the foremost visitor attractions in the North.

As part of the development of the visitor experience, we are looking for an enthusiastic individual to fulfil the role of Retail Assistant.

The role includes weekends, bank holidays and school holidays so we are looking for someone with a flexible approach. Previous retail experience would be an advantage.

Job Title:	Retail Assistant
Responsible to:	Retail, Sales & Merchandising Manager
Liaising with:	Catering Manager, Tearooms team, Other Managers
Hours:	Full or Part time
Salary:	Competitive (meets national living wage)

Main objective:

To deliver outstanding customer service to provide an unforgettable visitor experience and drive sales.

Job Requirements:

- Strong experience in a relevant retail role and keen to learn about our products
- Excellent customer service skills and a warm friendly approach
- A flexible approach to tasks undertaken and a positive attitude

- Ability to work in a team or on your own initiative as required
- Effective communication and organisational skills
- Honesty and a high level of integrity
- A keen eye for detail
- Enthusiasm and capacity for hard work
- Visual merchandising skills

RESPONSIBILITIES:

- Providing excellent customer service at all times
- Engaging with customers to offer knowledgeable information about the shop and the wider estate
- Cash handling, the use of the Epos till system and booking in deliveries
- Stock rotation, pricing goods and manual handling
- Creating engaging visual displays and keeping the shop tidy
- Running end of day reports
- End of day cleaning
- Assisting in the adjacent tearooms if required during busy periods