



ARMADALE

CASTLE, GARDENS & MUSEUM OF THE ISLES

ISLE OF SKYE

RETAIL MANAGER JOB DESCRIPTION

PROPOSED PRINCIPAL TERMS

JOB TITLE	RETAIL MANAGER
SALARY	£30,000 per annum payable monthly
HOURS	9am-5pm, 5 days per week
LOCATION	Armadale Castle, Gardens and Museum of the Isles
REPORTS TO	Operations Director

PROPOSED ADDITIONAL TERMS

- Discretionary individual performance bonus.
- Full time position.
- The visitor season runs from April to October each year, however the role is permanent year-round, though there may be alternative management tasks and responsibilities during the closed season.

ABOUT US

Armadale Castle, Gardens & Museum of the Isles is a 5-star visitor attraction at the heart of a 20,000-acre estate in south Skye. The estate is managed by the Clan Donald Lands Trust, a Scottish Registered Charity (number SC007862), and our retail income goes directly to supporting our charitable objectives.

Our Gift shop on site combines as a ticket office with all visitors to the gardens and museum passing through the shop on the way in and out. The shop is both lively and the friendly front door of Armadale Castle and Clan Donald.

Our visitor season usually runs from early April to end October, with the shop, gardens and museum open seven days a week. Our shop customer base is varied, drawn from both our local community and our many visitors from the UK and worldwide.

As the world's largest and oldest Highland clan, the Clan Donald diaspora is an untapped market for online sales, and we plan to develop an online shop when appropriate and viable to do so.

JOB PURPOSE

The CDLT Retail Manager role is an exciting opportunity to create an exceptional retail experience in an outstanding location, to develop the Armadale Castle Gift Shop into a successful commercial enterprise and to effectively manage the day-to-day visitor ticketing for the Castle, Gardens and Museum.

Job Description: Retail Manager

KEY RESPONSIBILITIES

- To work with the Operations Director to plan and implement a retail shop strategy, including an effective marketing strategy
- Work with other department leads, team members and external consultants to develop our visitor services offering
- Recruit, train and manage and mentor Gift Shop staff
- Track and report on shop performance
- Develop relationships with key suppliers and vendors
- Use appropriate software to manage the shop inventory and plan forward orders
- Continue and further develop a healthy and fulfilling work environment
- Promote and monitor the Trust's policies and procedures
- Suggest new strategies to improve the shop's performance and productivity
- Control the shop's budget to maximise efficiency and net margins
- Organise all store operations and allocate responsibilities to your team
- Lead and guide your team towards maximum performance and visitor satisfaction
- Manage customer feedback and the Gatehouse's reputation
- Maintain a clean, tidy and attractive Gatehouse
- Plan and oversee promotional events and displays
- Keep abreast of market trends and potential shop and stock item improvements
- Manage relevant health and safety and other legal and best practice guidelines
- Maximise visitor spend and sales margins
- Source new and interesting products in line with customer trends
- Promote local crafts and produce where possible
- Other duties as appropriate on behalf of the Trust and commensurate with the role

SPECIFIC LINE MANAGER RESPONSIBILITIES:

- Recruitment and selection of staff
- Induction and training of new employees
- Provide ongoing training and support to your staff
- Carry out performance management and appraisals for your team
- Ensure policies and practices are effectively implemented
- Ensure acceptable quality standards are applied for all processes within your team
- Engage and co-ordinate with other managers as required
- Responsibility for delegated budget
- Provide reports on productivity and performance as required

Health and Safety compliance:

- Understand and implement the CDLT Health and Safety policy
- Ensure each member of your team knows their H&S responsibilities and are equipped to play their part.
- Set up staff on SafeAg systems, allocating risk assessments appropriate to their department
- Conduct Risk Assessments on activities within your department ensuring that the methods and systems of work are safe.

Job Description: Retail Manager

- Show staff Fire Risk Assessments for their buildings/department and ensure staff know what to do in an emergency
- Where required, provide written instructions of work methods outlining potential hazards and precautions, and ensure they are complied with.
- Ensure accident and near-miss reporting procedures are understood and complied with and assist with accident investigations where appropriate.
- Ensure all employees and sub-contractors are suitably trained/competent to carry out the prescribed task and that the necessary licenses/certificates of competence are in force and appropriate.
- Ensure that all new employees are provided with a copy of the H&S policy statement, receive such induction training as may be laid down in procedures, are issued with personal protective equipment as required.
- Deal with any breaches of health and safety responsibilities.
- Identify and assess current and future training needs for your staff
- Ensure that Fire testing & training is carried out for your department and staff according to the fire risk assessments and best practice.
- Set a personal example regarding health and safety matters.

Financial compliance:

- All employees will be supplied with and asked to formally acknowledge receipt of a copy of the Financial Regulations for CDLT. You are required to familiarise yourself and comply with the provisions of these Financial Procedures.
- The procedures set out the Trust's Financial Regulations and translate into practical guidance the Trust's broad policies relating to financial control. Compliance with the Financial Regulations, Policies and Procedures is compulsory for all staff connected with the Trust. All employees shall be supplied with and formally acknowledge receipt of a copy of these Regulations and any changes to them. It shall be the duty of each employee to observe them within the ambit of their job description.

Professional requirements

- Retail or other private sector commercial/industrial experience or customer-focused role experience, training can be provided for the correct person
- An ability to develop knowledge of retail management best practice
- Outstanding communication and interpersonal abilities
- Excellent organising and leadership skills
- Commercial awareness
- A positive approach to opportunities and challenges
- An ability to work well with others
- A flexible approach to workplace needs relevant to a broad-based charitable business
- An ability to add value to the overall visitor experience
- IT literacy and application skills
- Previous line management responsibility would be an advantage

Skills and competencies

Job Description: Retail Manager

- Customer-focused with a passion for delivering great customer service
- Team player who demonstrates collaborative working and proactively supports colleagues to achieve organisational goals
- Communicates effectively both verbally and in writing
- Good negotiation skills
- An ability to build positive relationships with suppliers
- Trustworthy
- Commercial flair
- Numeracy and performance analytical skills
- Good planning and organisation skills
- Self-motivated and results driven

