

## Senior Retail & Visitor Experience Manager | The Scotch Whisky Experience

Location: City Centre, Edinburgh  
Salary: £29k dependent on experience  
Hours: 36.25 hours per week (5 days out of 7)  
Closing Date: Friday 30 July 2021



### The Scotch Whisky Experience:

Located beside Edinburgh Castle at the top of the historic Royal Mile, the award-winning Scotch Whisky Experience is one of Scotland's most prestigious visitor attractions. We have been helping the world fall in love with Scotch whisky for over 30 years, and are dedicated to providing the highest levels of 5-star service to all our customers.

We are looking for a passionate and experienced individual to join our team as **Senior Retail & Visitor Experience Manager**. Our retail experience offers visitors from all over the globe an opportunity to learn about a world class product in a world class environment. We pride ourselves on delivering exceptional customer service, tailored to our individual customers' needs in a welcoming and relaxed atmosphere.

The successful candidate should have a proven track record managing a retail environment and a flair for leadership and organisation, with a keen eye for detail.

### The Role:

- Responsible for leading and growing our team in all aspects of the retail experience -from training and development to daily motivation, ensuring your team remain focused, passionate and engaged.
- Lead by example to ensure that every customer receives tailored service that creates lasting memories of their time with us.
- Responsible for driving sales in the department, ensuring stock levels are sufficient to meet with our growing customer demand and maintaining strong relationships with our existing suppliers.
- Work closely with the operations director and visual merchandiser to agree the strategic direction of the retail experience, making recommendations on stock selection and seasonal promotions based on sales analysis reports and your own commercial awareness.
- Ensure the retail space is presented to the highest standard and that visual merchandising guidelines are met at all times.
- Ensure that point of sale and product presentation are aligned with our brand identity.
- Liaise closely with other departments to ensure the seamless running of the whole operation.
- Champion the culture and promote the values of The Scotch Whisky Experience in all aspects of your role.

### Key Skills:

- Excellent communication skills.
- Passionate about people and customer service.
- Strong commercial awareness.
- A commitment to staff training and development.
- Ability to work under pressure and still deliver premium customer service and an exceptional retail experience.
- Ability to think on your feet to make the right decisions for our team and our customers.
- Ability to embrace change and lead your team through these changes.

Prior experience in the **tourism or Scotch whisky industry** is not necessary, but would be an advantage.

### Applications:

If you think you have the necessary skills, then please email your CV and a cover letter - explaining why you would like to join our team - to Rona Campbell [r.campbell@scotchwhiskyexperience.co.uk](mailto:r.campbell@scotchwhiskyexperience.co.uk) at The Scotch Whisky Experience.