



WHO WE ARE

A photograph of two women in a clothing store. The woman on the left is wearing a brown patterned dress and holding a blue quilted jacket. The woman on the right is wearing a bright yellow blazer and blue jeans, holding a yellow garment. They are standing in front of several racks of colorful clothing.

Buccleuch is a diverse and innovative business with a passion for sustainable land use in rural Britain. People are at the heart of Buccleuch, in particular, colleagues, tenants, customers and visitors. Our commercial enterprises, including leisure & hospitality, agriculture, forestry, energy, rural estates and commercial property, provide approximately 500 jobs in local communities.

Dalkeith Country Park is a truly special place. Just a few miles from Edinburgh, our beautiful 1,000-acre country estate is home to Fort Douglas adventure playground and Restoration Yard. With over 300 years of history, a 700 year-old oak wood and miles of waymarked trails, visitors can enjoy exploring the park before a delicious meal in our restaurant, The Kitchen, or browse around our wonderfully eclectic shop, The Store, a treasure trove of food, drink, fashion, toys, quirky gifts, books...and much more.

For more information about us, and what we do, look at our websites here:

www.restorationyard.com

www.dalkeithcountrypark.co.uk

www.buccleuch.com

OUR VALUES



- We treat each other with respect
- We do our best for customers
- We care about our communities
- We actively manage our impact on the environment

WORKING FOR US



SHEPHERD, LETTINGS AGENT, GIS TECHNICIAN,
GARDENER, APP DEVELOPER, JOINER, WILDLIFE
RANGER, BARISTA, FORESTER, SURVEYOR, RETAIL
ASSISTANT, HOUSE GUIDE, GRAPHIC DESIGNER,
FINANCE ASSISTANT, FENCER, SITE ENGINEER...

Just some of the many and varied roles people carry out at Buccleuch and chances are, you won't have worked anywhere like it before. Whether you're based on one of our stunning rural estates or in our centrally located modern Edinburgh office, if you join us, you can expect to be busy and challenged, but you'll never find it dull. Colleagues are encouraged to use their initiative and many have had the opportunity to develop their roles. We're particularly committed to safety and wellbeing and we think this is a great place to work.

In our last Colleague Survey colleagues reported that they are proud to work for Buccleuch, they understand what is expected of them and feel that their team environment is supportive.

"Buccleuch is unique but it's the people that really make it"

"I'm very proud to work for Buccleuch and feel very much part of an amazing team"

"A thoroughly enjoyable place to work"

"The company has really demonstrated commitment to everyone's wellbeing"

"Progressive, and always looking to improve ways of working"

THE ROLE

ROLE TITLE	Retail Supervisor	PERM/TEMP	Permanent
LOCATION	Dalkeith Country Park	HOURS PER WEEK	40
START DATE	ASAP	MANAGER'S ROLE	Retail Manager

The Retail Supervisor supports the management team to ensure the smooth running of The Store, driving and delivering sales in line with targets and helping to create an exceptional shopping experience. Key responsibilities will include:

- Supervising and coaching retail assistants
- Communicating sales targets and encouraging the team to exceed these
- Playing a key role in providing outstanding customer service and creating a positive atmosphere.

You will find more detail about the day-to-day responsibilities and tasks involved in this role at the end of this pack.

SALARY & BENEFITS

SALARY RANGE (DEPENDENT ON SKILLS AND EXPERIENCE)	£25,000 - £26,500
EMPLOYER PENSION CONTRIBUTION (SUBJECT TO YOU CONTRIBUTING 3.5%)	5.5%
ANNUAL LEAVE (INCLUSIVE OF PUBLIC AND STATUTORY HOLIDAYS)	30 days
LIFE ASSURANCE	2.5 times salary
WELLBEING	Private health



Holidays increase by one day for each five years' continuous employment (up to a maximum of 5 additional days).

We also offer the opportunity to join a holiday purchase scheme (after one year's employment), discounted gym membership and shopping vouchers, pension and cycle to work salary exchange schemes, and provide a range of benefits and resources to support colleague wellbeing at work, including a biennial health check once qualifying age and continuous service criteria are met.

THE PERSON

We want to hear from candidates who have the skills listed below and who can demonstrate the personal traits and behaviours that are key to success in this role.

ESSENTIAL SKILLS

Strong customer service skills and willingness to go the extra mile

Excellent organisational skills

An eye for detail and ability to maintain high standards in The Store

Good time management and comfortable with a busy and varied workload

PERSONAL TRAITS & BEHAVIOURS

A can-do attitude and willingness to provide support and assistance to colleagues

Hardworking, friendly and professional

Creative, with a passion for all things retail and knowledge of retail trends

A target driven approach, with an awareness of stock management and other retail processes

We are looking for candidates who have these qualifications and experience:

QUALIFICATIONS

NQs (or equivalent) in Maths and English

EXPERIENCE

Supervisory experience in a similar role



**FOOD HALL
EXPERIENCE IS NOT
ESSENTIAL, BUT IT
WILL HELP!**

ROLE SPECIFICS

On a day-to-day basis, the Retail Supervisor will:

- Lead by example in creating a welcoming environment for customers and colleagues, ensuring customers are greeted warmly and enjoy a great experience from sale through to finish
- Supervise retail assistants and motivating them to exceed sales targets
- Ensure all areas of the shop floor are fully staffed
- Undertake store opening and closing procedures
- Walk the sales floor regularly, engaging with customers, identifying and resolving any issues or escalating to management as required
- Operate the EPOS system processing sales accurately and in line with company policy
- Ensure the retail space is kept tidy, organised and that it encourages browsing
- Follow departmental processes in accordance with stock management, stock rotation, wastage management and store standards
- Provide training to colleagues on product knowledge, tills, food hygiene, zone cleanliness, replenishment, and temperature checks
- Delegate tasks to colleagues clearly, monitor productivity and provide constructive feedback and coaching
- Keep up to date with retail trends and in-store brands and share knowledge with colleagues, particularly with new product launches
- Provide feedback to the management team about products that aren't selling well, sharing any thoughts about potential reasons such as product placement or popularity with customers
- Give suggestions about what products should be offered for customers to sample and promote items chosen to customers
- Liaise and collaborate with other departments as required.

We ask all our colleagues to:

- Be familiar with, and adhere to our company policies, guidance and practices
- Co-operate with colleagues to ensure that Buccleuch is a safe place to work and visit, reporting any concerns to a relevant manager or a member of the safety team
- Undertake other duties as may be required from time-to-time and are consistent with the overall responsibilities of the role.

APPLYING FOR THE ROLE

Sound interesting? If you haven't already applied and think you have the right skills, attitude and experience to join our team, we want to hear from you! Simply email your CV and a covering letter to our recruitment team at recruitment@buccleuch.com.

Restoration Yard strives to be an inclusive employer, so, if at any point during the recruitment process it would be helpful to offer any adjustments, please contact us at recruitment@buccleuch.com and we will do our best to accommodate.