**Organisation: Muckle Brig Ltd**

**Salary: £12.50 per hour**

**Location: Port of Leith and Lind & Lime Distilleries, Edinburgh**

**JOB DESCRIPTION**

**Post: Retail Assistant**

**Part Time, Seasonal: Minimum Guaranteed hours**

**Any days Monday to Sunday**

**Directorate: Muckle Brig Ltd**

**Reporting to: Retail Manager**

ABOUT US

Our company values are at the foundation of everything we do.

We focus on products that we love.

We’re realistic.

We keep our conscience clear.

We achieve everything as a team.

We deal with the difficult stuff first.

We spend our money on the right things.

We invite our friends to parties.

2023 was a very exciting (and busy) year at Muckle Brig as we finally opened our new Port of Leith Whisky Distillery. Here we intend to make a remarkable new single malt Scotch whisky and become a major new tourism landmark in Edinburgh.

#### OVERVIEW

Port of Leith Whisky Distillery is Scotland’s first vertical distillery in Edinburgh’s historic whisky district of Leith. The Leith Export Co (LEXCO) is our trading arm. It serves as the online shop for The Port of Leith Distillery and Lind & Lime Gin. Our stunning LEXCO retail area sits on Level 6 of our incredible new building with views spanning across the Firth of Forth, Leith, and back up across Edinburgh. This will be our 2nd LEXCO outlet; the first being at our Lind & Lime Gin Distillery. We want to make these some of the most exciting retail spaces, anywhere.

That’s where you come in.

We’re looking for a passionate, super friendly, outgoing and enthusiastic Retail Assistant with excellent multi-tasking skills to join our whisky, gin and people-loving Visitor Experience Team.

As the LEXCO Retail Assistant, you will be the face of LEXCO retail.

Our Distilleries are fun, fast-paced, diverse environments to work in. Excellent communication skills are paramount to a successful day.  Your skills, enthusiasm and diplomacy will shine through for our guests and your colleagues within the distilleries.

**Duties include:**

* Provide excellent customer service
* Welcome and orientate guests
* Assist the retail team in day-to-day tasks
* Be responsible and proactive
* Actively up-sell products through strong product knowledge and excellent customer service to maximise sales
* Have a flexible approach to working hours and days including working weekends and Bank Holidays as appropriate
* Ongoing cleanliness and presentability of the retail area
* Assisting with guests needs as required to ensure an excellent experience
* Assist with weekly and monthly stock takes of Retail stock
* Fulfilling online retail orders for collection and posting
* Adhering to Muckle Brig Ltd.’s quality standards including wearing of uniform
* Adhere to Muckle Brig Ltd.’s Health, Safety and Environment policies and guidelines.
* Being a superb ambassador for all aspects of Muckle Brig including Lind & Lime, Port of Leith Distillery and LEXCO, our export company.
* Other tasks as required

**Skills & Experience:**

You are a superb communicator with an enthusiastic and flexible approach with the ability to adapt to any situation. You can create a fabulous atmosphere for all our guests. You are a competent multi-tasker who thrives on being part of a team delivering excellent visitor experience.

* Enthusiastic and confident, warm, friendly and the ability to work within the team, with minimal supervision to a high and safe standard
* Positive, can-do attitude
* Ability to adapt to customer flow while maintaining excellent service quality
* Excellent front of house skills
* Demonstrable time management skills and the ability to prioritise
* Previous retail experience would be advantageous but not essential

**SALARY & BENEFITS**

* Company discretionary annual bonus scheme.
* 20 days holidays per year + public holidays.
* Employee discount scheme.
* Employee cask programme, share trust and bonus incentives.
* Full training given with CPD opportunities ongoing

 This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake other duties as required

To apply please send your CV and Cover Letter to jobs@mucklebrig.com

Application Deadline: 20th March 2024