

Role: Retail Apprentice	Region / Department: North East
Reports to: Visitor Services Manager	Pay Band: Grade 2 Lower £24,960 pro-rata, per annum
Location: Crathes Castle	Type of Contract: Fixed Term 12 months, Full Time

JOB PURPOSE

The Retail Apprentice role provides training in a broad range of retail skills to someone with little or no experience. Our apprenticeship is a fantastic opportunity for a young person to learn, train and experience real work in a professional retail environment where we take great pride in looking after our visitors, providing beautiful places for people to visit and working to a high standard. Visiting the gift shop is an essential part of the visitor experience and the apprentice will take on the role of retail assistant seeking to make the gift shop visit a positive and memorable part of a visitor's day with us. You'll help us maximise sales through excellent customer service and product knowledge, taking pride in presentation and effective behind-the-scenes processes.

The Retail Apprentice will work as part of the professional team there helping to give visitors from across the globe a warm welcome to the shop and help generate the income that enables us to care for our properties.

The Apprentice will also study for a Modern Apprenticeship (SVQ in Retail (Sales Professional) at SCQF Level 6) with the [ITC Academy training provider](#).

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

While in the gift shop the apprentice will take direction from the manager (or their deputy), working alongside other staff. The apprentice will have regular guidance and review from ITC Training Academy, who are working on the Trust's behalf as our training provider. The employment is for a fixed period of 12 months, subject to continued progression on the course and acceptable performance.

Whilst on site at the gift shop the apprentice will provide a consistently high standard of visitor care at all times:

- Welcoming all visitors to the site and processing their purchases of both retail items and admission tickets, in a friendly, efficient and knowledgeable manner
- Assisting in stock merchandising and management, helping to maintain high standards of product displays and stock availability
- Answering visitors' queries about products and promotions, using product knowledge to pursue up-selling opportunities
- Checking our visitors experience of the gift shop and enquiring whether all their needs are met
- Promoting the National Trust for Scotland and the benefits of Trust membership
- Always maintain excellent standards of site and personal presentation
- Undertake the general ongoing operational cleaning of all areas as necessary
- Wearing correct uniform, name badges, or PPE as required

SCOPE OF JOB

Customer Service

- Regular interaction with all members of the public
- Provide outstanding customer service to elevate the overall visitor experience
- Develop a working knowledge of the site's history and engage visitors in a friendly and informative manner

Teamwork

- Regular interaction with employee and volunteer colleagues to share daily tasks and support a smooth visitor operation

Sales, stock and financial processes

- Help achieve sales targets and membership recruitment targets
- Work closely with the Visitor Services Manager (Retail) and property staff to maintain high standards of display and merchandising.
- Maintain stock availability, accurate pricing, and quality standards.
- Operate tills and share end of day cash reconciliation duties, as appointed by the duty manager

Tools/equipment and cleaning chemicals

- Occasional user of cleaning chemicals.
- Expected to become familiar with and comply with the property's Health and Safety policies.

The current duties of this job **do not** require a criminal records (Disclosure Scotland) check to be carried out.

REQUIRED SKILLS, EXPERIENCE & KNOWLEDGE

Essential:

- This is a development role so there are no set qualifications for this post.
- Ability to work within a team to a high and safe standard.
- Ability to be flexible and adapt working patterns and tasks to meet day-to-day variations in property needs.
- Ability to adjust pace to match customer flow without compromising quality of service.
- Excellent front of house persona - warm, welcoming, patient and understanding.
- Excellent selling skills.
- Genuine belief in the value of good customer service.
- Ability to be proactive and to take the initiative.
- Ability to balance training and expectations of the course curriculum alongside café duties.

Desirable:

- Basic Food Hygiene Qualification
- Demonstrable experience in sales with experience of EPOS systems and cash handling/reconciliation.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by **Sunday 7th July 2024**

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean".