Role: Retail Manager –Illuminated Light Trail, Bolesworth Castle, Cheshire
Dates: Monday 7 December – 24 February with a possible extension to 28 February

Job Summary

We are seeking an experienced and customer-focused **Retail Manager** to lead the on-site merchandise operation at the **Illuminated Light Trail at Bolesworth Castle**. This is a hands-on leadership role requiring a confident and accountable individual with high standards, strong commercial awareness, and a passion for delivering an exceptional visitor experience.

The successful candidate will be responsible for the day-to-day management of the retail shop, guest services and associated photo opportunity operation, ensuring the highest standards of customer service, sales performance, team leadership, stock management, and presentation. Working closely with the wider event management team, you will play a key role in maximising revenue while creating a welcoming and memorable experience for all visitors.

Key Responsibilities

- Deliver an outstanding retail experience that enhances the overall visitor journey.
- Maximise retail sales and profitability through effective operational management and commercial decision-making.
- Lead, motivate, and support the retail and photo teams to achieve sales targets and operational objectives.
- Provide exceptional customer service and ensure a positive experience for all visitors.
- Manage customer enquiries, complaints, and feedback professionally and efficiently.
- Maintain high standards of visual merchandising, cleanliness, and presentation throughout the retail space.
- Ensure compliance with all health and safety procedures, company policies, and operational standards.
- Oversee daily sales reporting, and stock reconciliation.
- Monitor stock levels, manage inventory controls, and support stock replenishment activities.
- Train and supervise, retail and photo team members.
- Work collaboratively with the Event Manager and support wider event operations as required.
- Contribute to continuous improvements in operational efficiency, customer satisfaction, and sales performance.

Experience and Skills

- Proven experience in a retail management role, ideally within an events, attractions, leisure, hospitality, or visitor venue environment.

- Strong commercial acumen with a track record of driving sales and achieving financial targets.
- Excellent leadership skills with experience managing and motivating teams.
- Exceptional customer service skills and the ability to resolve issues effectively and professionally.
- Highly organised with strong attention to detail and the ability to manage multiple priorities simultaneously.
- Proactive, flexible, and self-motivated, with a positive and solutions-focused approach.
- Strong communication and interpersonal skills
- Ability to remain calm, professional, and decisive in a fast-paced, visitor-facing environment.
- Competent in sales reporting, stock management, and retail administration.
- Willingness to work flexible hours, including evenings, weekends, and public holidays, throughout the event period.

Uniform

As a representative of the event and company, you are required to maintain a professional and presentable appearance at all times.

The Company will provide branded T-shirts and outerwear, one of which must be worn whenever the site is open to the public. You will be required to wear black trousers, leggings, or skirt, dark socks and dark, closed-toe footwear suitable for the role

During event set-up and pack-down periods, you may wear your own suitable workwear; however, protective footwear must be worn at all times. A high-visibility jacket will be provided where required.

Self-Employed Status

This position is offered on a **self-employed contractor basis**. The successful individual will be responsible for managing their own tax and National Insurance obligations and must have the right to work in the UK. Nothing in this engagement shall be construed as creating an employment relationship between the parties.

If you are interested in this role, please email nicola.macey@culturecreative.co.uk with a brief expression of interest and your CV.