Role: Assistant Retail Manager – Illuminated Light trail, Bolesworth Castle, Cheshire
Reporting to: Retail Manager
Dates of position: Monday 7 December – 21 February with a possible extension to 28 February

Job Summary

We are seeking an experienced and motivated **Assistant Retail Manager** to support the delivery of the on-site merchandise operation at the **Illuminated Light Trail at Bolesworth Castle**.

This is an exciting opportunity for a proactive and customer-focused individual who takes pride in delivering high standards and exceptional visitor experiences. Working closely with the Retail Manager, you will help oversee the day-to-day operation of the retail shop, guest services and photo opportunity, ensuring efficient operations, excellent customer service, strong sales performance, and effective stock management.

The successful candidate will lead by example, support and motivate team members, and assist in maintaining a well-presented, profitable, and smoothly operated retail environment throughout the event.

Key Responsibilities

- Deliver an outstanding visitor experience and contribute to the overall success of the event.
- Support the Retail Manager in maximising retail sales and profitability.
- Supervise, motivate, and support retail and photo team members to achieve operational and sales objectives.
- Provide friendly, professional, and engaging customer service at all times.
- Assist in managing customer enquiries, complaints, and feedback promptly and effectively.
- Maintain high standards of cleanliness, presentation, and visual merchandising throughout the retail space.
- Ensure compliance with health and safety requirements, company procedures, and operational standards.
- Support daily sales reporting, cash handling processes, and stock reconciliation activities.
- Monitor stock levels and assist with stock control, replenishment, and inventory management.
- Assist with the training, onboarding, and ongoing support of retail and photo team members.
- Act as a key point of contact in the absence of the Retail Manager and help ensure smooth day-to-day operations.
- Work collaboratively with the Retail Manager, Event Manager, and wider event team as required.
- Support operational improvements that enhance customer satisfaction and commercial results.

Experience and Skills

- Previous experience in a supervisory, team leader, or assistant management role within retail, events, attractions, leisure, hospitality, or a visitor venue environment.
- A proven ability to deliver excellent customer service and create positive visitor experiences.
- Strong organisational skills, attention to detail, and the ability to manage multiple priorities effectively.
- A proactive, flexible, and enthusiastic approach with a strong work ethic and positive attitude.
- Excellent communication and interpersonal skills, with the ability to build positive relationships with colleagues and visitors.
- Confidence in leading and motivating team members in a fast-paced environment.
- Strong problem-solving skills and the ability to remain calm and professional under pressure.
- Experience handling cash, stock management, and sales reporting processes.
- Ability to work flexible hours, including evenings, weekends, and public holidays throughout the event period.

UNIFORM/COSTUME

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.