



WILLIAM GRANT & SONS

ROLE PROFILE

Role Title	Retail Team Member
Internal Reference	BBUMK-139
Business Unit / Group Function	BBU
BU Team / Sub-Function	Marketing
Location	Dufftown
Team Leader Role	Retail Team Leader
Role Level	5
Team Members	No
Role Purpose	
To undertake front and back of house tasks that deliver a premium retail experience aligned to our brands and aspirational luxury lifestyle.	
Accountabilities	
Promote sales of our products and engagement with our brands in line with a luxury retail environment. (Delivery) Support back of house functions in accordance with gift shop operational procedures and assigned tasks including fulfilling orders, cash-handling, maintaining stock levels, close-down etc. to ensure efficient operations and service levels. (Delivery) Maintain high levels of product knowledge and the presentation of retail areas and products to consistently deliver outstanding end-to-end customer experience. Accurately undertakes stock taking tasks and follows stock management processes to support efficient cost control. (Cost) Accurately operate retail systems (e.g. EPOS), end of day reconciliation, administrative tasks and ensures daily reporting data is inputted where directed to ensure operational efficiency and transparency. (RP) Create a safe public and working environment to ensure that public safety and safe working practises are adhered to in accordance with required legislation, site policies, and HMRC compliance. (HS/OC) Contributes appropriately to team meetings and supports the implementation of team plans and continuous improvement projects. (CT) Demonstrate behaviours in line with our diversity and inclusion aim, which is to create and promote a diverse and inclusive culture at WG&S where ideas, differences and views are respected and where all employees are encouraged to create their own personal legacy	