



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Role Title</b>	<b>Retail Team Leader</b>
<b>Internal Reference</b>	BBUMK-0128
<b>Business Unit / Group Function</b>	BBU
<b>BU Team / Sub-Function</b>	Global Marketing - Global Brand Teams
<b>Location</b>	Dufftown
<b>Team Leader Role</b>	Head of Visitor Experience – Glenfiddich & Balvenie
<b>Role Level</b>	4B
<b>Team Members</b>	Yes
<b>Role Purpose</b>  To ensure that the retail offering at both Glenfiddich and Balvenie are of the highest standards and reflect the luxury values of the respective brands. That customer service enhances visitors' perception of the brands, ensuring increased growth in line with the Dufftown Visitor Centre plans. Accountabilities	
<b>Accountabilities</b>  Work closely with the Head of The Balvenie and Glenfiddich Visitor Experience to develop a unique retail environment and experience that reflects the core values of the brands.  Work with the Brand Teams, to source a range of non-spirit merchandise which is aligned to the values of the brands by quality and design and enhances the customer's perception of the brands.  Build strong partnerships with external suppliers to maximise the opportunity to develop bespoke branded merchandise.  Working with the Digital Team and external agencies, drive growth in the volume and value of our E-commerce business. In doing so, explore new ways of working to enhance the customer experience and increase efficiency.  Work with the Brand Teams, to ensure that an appropriate allocation of High Value variants are secured for both Glenfiddich and Balvenie.  To ensure that the correct levels of stock are held and that the full range of brand variants are available for sale.  Using both EPOS and IFS, order and receipt stock from both internal and external suppliers ensuring that the shops are stocked and product available to purchase.  Build long lasting relationships with key HNW customers, providing them with personal service, which delivers revenue for the long term.  Recruit, train and motivate a diverse and high performing team. Putting in place a culture of customer service that is best in class.  Management of the department revenue and cost streams, including the Budget submission, and LE1/LE2	



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reviews, and all daily, weekly, and monthly reporting.

Management and control of stock through Stocklink and IFS. Conducting the monthly and annual stock takes.

Undertake all H&S duties required of a Team Leader level working on a top tier COMAH site.

Attend the required H&S meetings, take part in housekeeping audits of other areas, and participate in chairing the monthly H&S meeting with other VC team leaders.

Responsible for training of all Retail team members, ensuring that any one-on-one training is conducted, and that team members take part in all necessary training organised by the Site Health and Safety advisor.

Demonstrate behaviors 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.