



## **SOUTH DEVON RAILWAY**

### **Assistant Retail Manager – South Devon Railway Gifts and Models**

Responsible to: - Retail Manager

Hours: - Variable hours, 35 hours per week during the main season (April-October and December), hours during November and January – March to be agreed.

Salary:- NMW/NLW, negotiable depending upon experience.

Location: - Predominantly Buckfastleigh Station, TQ11 0DZ, but occasional attendance required at other South Devon Railway locations and for off-site meetings etc.

#### Job Description

The Assistant Manager supports the day-to-day running of the South Devon Railway's Gifts and Models shop, helping to ensure smooth, efficient, and profitable retail operations. This includes providing excellent customer service, supporting staff and volunteers, maintaining stock and displays, and deputising for the Retail Manager when required.

#### Key Responsibilities

##### **1. Retail Operations**

- Support the Retail Manager in the daily operation of the shop, including opening and closing procedures.
- Ensure a welcoming and well-presented retail environment for visitors.
- Process sales through the till system and ensure accurate cash handling.
- Assist in stock management including deliveries, pricing, stock rotation, and stocktakes.
- Maintain cleanliness, tidiness, and merchandising of displays.

##### **2. Customer Service**

- Deliver a high standard of customer service, reflecting the values of the South Devon Railway.
- Handle customer enquiries, complaints, and refunds professionally and promptly.
- Promote and upsell relevant products and experiences offered by the Railway.

##### **3. Team Support**

- Support and supervise volunteers and seasonal staff, ensuring a positive and productive environment.
- Provide on-the-job training and guidance to new staff and volunteers.
- Deputise for the Retail Manager during absences, ensuring continuity of operations.



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### **4. Administration**

- Assist with stock control and ordering processes in line with budgetary constraints.
- Help ensure compliance with health and safety procedures and retail regulations.
- Contribute to monitoring sales performance and identifying opportunities for improvement.

### **Person Specification**

#### **Essential:**

- Previous experience in a retail environment, ideally in a supervisory or key-holder role.
- Friendly and professional manner with strong customer service skills.
- Organised, reliable, and able to work both independently and as part of a team.
- Basic IT skills and confidence using till systems.
- Flexibility to work weekends and Bank Holidays as required.

#### **Desirable:**

- Experience working with volunteers or in a heritage/charity retail setting.
- Knowledge of model railways or interest in heritage railways and tourism.
- First aid or health and safety training.

### **Additional Information**

This is a hands-on role in a unique and engaging visitor attraction. The Assistant Manager will be expected to lead by example and play a key role in promoting the South Devon Railway's wider aims. Uniform and training will be provided.

**To apply, please send your CV and a covering letter to**  
[\*\*generalmanager@southdevonrailway.co.uk\*\*](mailto:generalmanager@southdevonrailway.co.uk)

**Applications will close by Friday 15<sup>th</sup> August 2025 (may close earlier).**