



T H Y M E

## Retail Assistant

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Thyme is a “village within a village” set within a 150 acre Cotswold country estate in Southrop, near Lechlade. Comprising rooms, cookery school, village pub, restaurant, spa, gardens and farm. The most recent addition is retail. Thyme’s lifestyle collection, comprising clothes, prints, fabrics, flowers, furniture and beautiful things for home and body, all developed by Thyme’s founder Caryn Hibbert, to be sold in our shop, here at Thyme and online.

We are looking for a Retail Assistant to join the team working **30 hours per week** alongside our Retail Manager and the Development team. We would like someone who understands and shares our ethos for sustainability, responsibly and ethically sourced products whilst having a creative, aesthetic and commercial understanding for retail in this beautiful, natural and growing business. Please note that we are open 7 days a week so the role will involve a flexible rota to include evenings and weekends.

### **Manage the day to day running of the shop.**

- Keeping shop clean and tidy
- Ensuring the shop is ‘consumable’: products are displayed correctly and priced

### **Exceptional customer service**

- Talking to customers in the shop and making sales
- Managing large orders and private sales from interest to fulfilment
- Hosting special events in the shop

### **Product**

- Working closely with the Buyers to familiarise yourself with every product; it’s origin and the story behind it
- Establishing and managing relationships with the buying team to maximise sales
- Analyse sales and reporting back to the buyers weekly to ensure the stock levels are maintained
- Knowledge of competitors and monitoring their activity and reacting accordingly

### **Systems**

- Managing the systems and processes for the smooth running of regular operations such as stock takes and receiving deliveries
- Inputting all products onto the system and making sure retail prices are correct
- Making sure every product has clear descriptions where required, together with visible prices

### **Logistics**

- Managing stock levels, liaising with buying team
- Responsible to accepting deliveries from suppliers
- Responsible for stockroom: organisation, access, etc.

### **Ecommerce and delivery**

- Managing ecomm sales, packaging and sending out orders.
- Where necessary sending out and managing the return of samples for suppliers and press



### **Key Skills**

- Experience of working within a Luxury brand in a similar role
- Strong leadership skills with a 'can do' attitude
- Strong IT skills including POS systems, vendor platforms, excel
- Strong initiative and problem-solving skills in a timely manner, with an eye for attention to detail and accuracy
- Excellent communication skills
- Adapting well to changes as the shop develops and grows
- An enthusiasm for the Thyme brand and products within the shop

### **What we offer**

- To be part of a growing team in an industry leading business
- Training and development within the Company
- A stunning environment in which to work
- Great pay and working hours
- 29 days holiday and company pension
- Generous discounts within the business

Job Type: Part-time, Permanent

We are in a rural location, so you will need your own transport.

If this sounds like the role for you, please email your CV and a covering letter to [recruitment@thyme.co.uk](mailto:recruitment@thyme.co.uk). Please state why you would like to work for Thyme and what your experience could bring to the role.

'Our village within a village'  
Thyme includes our hotel, Ox Barn restaurant,  
Meadow Spa, Cookery School, The Baa,  
farm & kitchen garden, Tithe Barn private event space  
and village pub – The Swan

[www.thyme.co.uk](http://www.thyme.co.uk)