

Vacancies WC 25/09/17

MINIBUS AVAILABLE

For a trial period The House of Bruar will offer a minibus service for staff, stopping at Perth, Pitlochry and Bruar.

We also have Temporary Staff Accommodation available - please contact us for more details.

MENSWEAR DEPUTY HEAD OF DEPARTMENT

We have a unique opportunity for an accomplished Manager or experienced Supervisor in continuing the pursuit of excellence in customer service that is required in our highly prestigious Menswear Department.

Men's country clothing is a speciality at The House of Bruar, with our comprehensive range including established brands such as Chrysalis, Viyella, Barbour and Schoffel. This flagship department houses everything from traditional tweeds to fine cashmere alongside a wealth of accessories including binoculars, cartridge bags, cuff links and ties - we are committed to providing an exclusive combination of outstanding quality and heritage to help our customers meet their sporting needs.

This is a challenging role, leading a team and working closely with senior managers to drive a multi-million pound turnover by delivering the best merchandising and customer service that Scotland has to offer.

Key Responsibilities:

- Supporting The Head of Department through day-to-day management and task delegation to the team.
- Understanding department revenue targets and consistently striving to achieve them.
- Liaising with Warehouse and Buyers in managing stock movements.
- Handling all customer queries, complaints and returns in a professional and efficient manner.
- Motivating and training the team to deliver excellent customer service.
- Maintaining our visually inspiring in-store and window displays to reflect the company brand and reputation.
- To undertake tasks from various stakeholders in an effective and timely manner.
- To passionately promote and drive Brand Image through extensive product knowledge.
- Assist in creating a positive working environment for the team and customers.
- To supervise the shop floor at all times in order to identify/resolve urgent issues and communicate appropriate information to the Department Manager.

What we're looking for

- Management experience within the retail industry.

- Excellent time management and organisational skills.
- Excellent people management skills.
- Demonstration of a good understanding of product seasonality.
- Experience of supervising, motivating and leading a team.
- Country pursuit's knowledge and expertise.

Who we need

- A Customer Service Ambassador.
- Collaborative, flexible and reliable approach to work.
- The ability to support a rapidly changing programme.
- An interest in visual displays, with visual flair.
- A positive attitude with approachable manner.

In return we offer competitive pay rates and excellent staff benefits. Only candidates with experience in a similar environment will be considered. Please apply by email to Clare Harget, Human Resources Manager on recruitment@houseofbruar.com, or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

WAREHOUSE ASSISTANTS

We have a fantastic opportunity in The House of Bruar Warehouse for a Warehouse Assistant role. With customer service at the heart of our business, we take pride in delivering the best of Scotland in Scotland.

This position will assist in supporting the Warehouse Team, Buying Teams and the Retail Departments.

We are currently recruiting for four full time Warehouse Assistants at our Bruar Warehouse on a permanent basis. The hours of work are 8:30am to 5:30pm.

Key Responsibilities:

- Taking delivery of goods and supplies.
- Checking for damaged or missing items.
- Applying relevant pricing tickets.
- Stock put-aways.
- Moving stock around by hand, using lifting gear or a forklift truck.
- Order picking/packing and loading/delivering to retail units.
- Receiving/processing internal stock transfers.
- Dealing with Memos.
- Keeping records of stock.
- Keeping paperwork up to date.
- Cleaning work and rest areas.
- Driving duties utilising company vehicles.
- Building and dismantling racking and other fixtures & fittings.

- Occasionally having to cover duties within other departments.

What we are looking for:

- Basic computer skills with a good working knowledge of Excel spreadsheets.
- An organised and methodical worker.
- The ability to work quickly and to deadlines.
- The ability to complete paperwork and count stock items.

Who we need:

- Consistently provide the highest level of service to our colleagues and external contacts including visitors, suppliers and customers.
- Work in a quick, accurate and diligent manner at all times ensuring the company's stock and property is protected.
- Security conscious with regard to company and customer property.
- Good team-working skills, with the ability to work on own initiative and as part of a larger team.
- Understanding of health & safety regulations.
- Honesty and reliability, with ability to work on a flexible basis.
- Driving licence/forklift truck certification preferred.

Previous Warehouse experience is advantageous, although full training will be given; however you must possess a can-do attitude and a genuine interest in delivering excellent service. In return, we offer on-the-job and SVQ training, opportunities for progression and great staff benefits. Please apply by email to Clare Harget Human Resources Manager on recruitment@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

BUTCHER

Are you a Butcher looking to join an award winning team? This is a fantastic opportunity to join The House of Bruar Butchery operation and Retail counter. Responsible for supporting Butchery sales and profit by working closely with the team and customers, ensuring that we continue to provide the highest standards in customer service and that we comply with Health & Safety and legal standards at all times. You will be customer driven, organised and be an excellent communicator. This is a full time role working five days per week which will include weekends.

Key Responsibilities:

As a skilled Butcher you will have good product knowledge, cutting and preparation skills, and offer high standards of customer service. You will be able to prepare orders to customer's needs and have a good understanding of stock control processes and procedures as well as excellent technical knife skills and knowledge of meat cuts in butchering.

With a passion for luxury produce, we offer our customers locally sourced meat, either pre-prepared or butchered to order. In December 2015 we were awarded the Diamond Award, by the Q Guild Butchers Association for the best pork sausages for the UK.

What we are looking for:

- Ensure the customer service you provide is of the highest standards at all times.
- Support your Management Team in achieving company sales targets and operational goals.
- Be a role model for The House of Bruar brand with our personal presentation standards.
- Maintain store visual standards in cleaning duties and merchandising.

Who we need:

- A customer service ambassador.
- Immaculately presented and representative of our luxury brand in every way.

If you have the skills, are highly organised and able to achieve consistently high standards, then we would like to hear from you. All experience will be considered. In return we offer competitive pay rates and excellent staff benefits. Please apply by email to Clare Harget Human Resources Manager on recruitment@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

RESTAURANT GENERAL ASSISTANTS

A fantastic opportunity has arisen to join our team at The House of Bruar, not just seasonally but permanently! A vacancy has arisen in our Restaurant, open daytime only. If you're a people person, enjoy food and drink and want to work in a busy environment, we would like to hear from you.

Key Responsibilities:

- Cashiering.
- General cleaning duties.
- Preparing food.

We are looking for an individual who will:

- Ensure the customer service they provide is of the highest standards at all times.
- Support their Management Team in achieving company sales targets and operational goals.
- Possess excellent communicate skills.

- Be a role model for The House of Bruar brand and meet our personal presentation standards.
- Maintain store visual standards and cleaning duties.

Who we need:

- A customer service ambassador.
- Immaculately presented and representative of our luxury brand in every way.

Previous experience is not essential as full training will be given; however you must possess a can-do attitude and a genuine interest in delivering excellent service. In return, we offer on the job and SVQ training, opportunities for progression and great staff benefits. Please apply by email to Clare Harget Human Resources Manager on recruitment@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

FOODHALL GENERAL ASSISTANT OPPORTUNITIES

We have a fantastic opportunity for someone to join our team within our flagship Foodhall department.

Our department has an award winning Butchery, one of Britain's most comprehensive Delicatessen counters and a Wine, Spirits and Beer room with what we believe is the finest and most exclusive single alcohol offering created within British shores. Our Foodhall department is seen to be one of the most comprehensive offerings that you will find.

If you enjoy delivering the best customer service and working with luxury brands, this could be the perfect opportunity for you. This role is permanent and offers full-time and part-time hours.

Key Responsibilities:

- Delivering exceptional customer service.
- Maintaining records.
- Assisting with stock control.
- General cleaning duties.
- Assisting in merchandising.
- Preparing food tastings.
- Preparing hampers for collection and postage.
- To follow food safety procedures.

What we are looking for:

- Ensure the customer service you provide is of the highest standards at all times.

- Support the extended Foodhall team in achieving company sales targets and operational goals.
- Flexible with the ability to multi-task.
- Can work on own initiative as part of a larger team.
- Maintain store visual standards in cleaning duties and merchandising.
- Be a role model for The House of Bruar brand with our personal presentation standards.

Who we need:

- A customer service ambassador.
- Interest in the Food and Beverage industry.
- Attention to detail.
- Punctual with excellent time management skills.
- Immaculately presented and representative of our luxury brand in every way.

Previous experience is not essential as full training will be given; however you must possess a can-do attitude and a genuine interest in delivering excellent service. In return, we offer on the job and SVQ training, opportunities for progression and great staff benefits. Please apply by email to Clare Harget Human Resources Manager on recruitment@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

FIXED TERM WAREHOUSE ASSISTANTS

Due to the annual catalogue launch we have fantastic opportunities at The House of Bruar Ballinluig Warehouse for Warehouse Assistants (3 full time roles, between 8:30am to 5:30pm) fixed term contract to the 31st January 2018, working Monday to Sunday. With customer service at the heart of our business, you will take pride in delivering the best of Scotland in Scotland.

Key Responsibilities:

- Taking delivery of goods and supplies
- Checking for damaged or missing items applying relevant pricing tickets
- Stock put-aways
- Order picking/packing and loading/ delivering to retail units
- Receiving/processing internal stock transfers
- Dealing with Memo's
- Keeping records of stock
- Keeping paperwork up to date
- Cleaning work and rest areas
- Occasionally having to cover duties within other departments

What we are looking for:

- Basic computer skills
- Organised and methodical worker
- Ability to work quickly and to deadlines
- Ability to complete paperwork and count stock items

Who we need:

- To consistently provide the highest level of service to our colleagues and external contacts including visitors, suppliers and customers
- To work in a quick, accurate and diligent manner at all times ensuring the company's stock and property is protected
- To be security conscious in regards to company and customer property
- Good team-working skills, with ability to work on own initiative and as part of a larger team
- Understanding of health & safety regulations
- Reliability, ability to work on a flexible basis, some overtime expected

Previous Warehouse experience is advantageous although full training will be given; however you must possess a can-do attitude and a genuine interest in delivering excellent service. In return, we offer on the job training and great staff benefits with the opportunity in applying for any permanent positions we may have. Please apply by email to Clare Harget, Human Resources Manager on recruitment@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

FISH AND CHIPS SHOP ASSISTANTS

The House of Bruar are looking to recruit a counter assistant for our brand new traditional, yet exquisite, Fish and Chip shop - serving the finest lobster, haddock and cod from Scottish shores; this is no ordinary fryer. Maintaining an extremely high standard to keep in line with the rest of our multi-million pound, luxury department store is essential. This enterprise also sells The House of Bruar's own traditional sweets, and premium ice cream made especially for us by Mackies. Customer service at the heart of our business, we take pride in ensuring that our ever-growing customer base will feel welcome.

Our objective is to make this business renowned as being the best in Britain. If you enjoy working with fine foods and apply great attention to detail, we would love to hear from you.

Previous experience in working in the hospitality industry is desired but not essential; however, customer service experience would be preferable. This position offers full-time hours and is a permanent role with opportunities for succession

With over 1.5 million visitors to the site every year, this is an opportunity not to be missed and we are looking for Assistants in supporting the Management Team in giving exceptional customer service. Our objective is to make this business renowned as being the best in

Britain.

Key Responsibilities:

- Food cooking (lobster, fish, pies and other menu items).
- Food preparation (making batter, cutting chips, preparing fish etc.).
- Setting up the store for opening – cleaning, organising and replenishing stocks.
- Assisting with stock control, including stock rotation and ordering.
- Cash handling, operating tills and using the telephone.
- Increasing sales by up selling and promoting our fine food products.
- Maintaining high standards of food hygiene and adhering to Health & Safety acts.
- Any other reasonable duties as requested by your manager/assistant manager.

What we are looking for:

- Experience in working in a commercial fish frying environment is desirable.
- Exceptional levels of customer service and attentiveness, equally for each and every customer.
- Great support for your Management Team to work together in achieving company sales targets and operational goals.
- Excellence in communication skills and the ability to work successfully as part of a vibrant team.
- The ability to maintain immaculate store visual standards and keeping cleanliness to a high standard.
- Someone to stand as a role model for The House of Bruar brand with our personal presentation standards.

Who we need:

- A quick learner that thrives under pressure and takes pride in what they do.
- The desire and passion to cook food (particularly fish and chips) to the very highest standards, consistently.
- A customer service ambassador that will positively enhance The House of Bruar's outstanding service reputation.
- An immaculately presented individual who is representative of our luxury brand in every way.

If you have the skills, are highly organised and able to achieve consistently high standards, then we would like to hear from you. In return we offer competitive pay rates and excellent staff benefits. Please apply by email to Clare Harget Human Resources Manager on recruitment@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

BUTCHERY COUNTER ASSISTANT

Do you have an interest in butchery and looking to join an award winning team? This is a fantastic opportunity to join The House of Bruar Butchery operation and Retail counter. Responsible for supporting Butchery sales and profit by working closely with the team and customers, ensuring that we continue to provide the highest standards in customer service and that we comply with Health & Safety and legal standards at all times. You will be customer driven, organised and be an excellent communicator. This is a full time role working five days per week which will include weekends.

Key Responsibilities:

As a Counter Assistant you will have good product knowledge, and offer high standards of customer service. You will be able to gain a good understanding of stock control processes and procedures.

With a passion for luxury produce, we offer our customers locally sourced meat, either pre-prepared or butchered to order. In December 2015 we were awarded the Diamond Award, by the Q Guild Butchers Association for the best pork sausages for the UK.

What we are looking for:

- Ensure the customer service you provide is of the highest standards at all times.
- Support your Management Team in achieving company sales targets and operational goals.
- Be a role model for The House of Bruar brand with our personal presentation standards.
- Maintain store visual standards in cleaning duties and merchandising.

Who we need:

- A customer service ambassador.
- Immaculately presented and representative of our luxury brand in every way.

If you have the skills, are highly organised and able to achieve consistently high standards, then we would like to hear from you. All experience will be considered. In return we offer competitive pay rates and excellent staff benefits. Please apply by email to Clare Harget Human Resources Manager on recruitment@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

MAIL ORDER CUSTOMER SERVICE ADVISORS - FIXED TERM CONTRACT

We have a fantastic opportunity to join our Mail Order Customer Service team to assist with our busy season which runs from now to January 2018.

Customer service lies at the heart of our business; we all take pride in delivering a great service to our ever-growing customer base. In our Mail Order season we send out over 2.5 million catalogues, and the successful candidate will be assisting our customers with queries.

If you enjoy working as part of a team and with luxury brands this could be the perfect opportunity for you. This role is Fixed Term and is based in our offices working 8:30am to 5:30pm Monday to Friday inclusive; Saturdays are included on a rotational basis.

Positions are available at both our Ballinluig and House of Bruar sites.

Key responsibilities:

- Answering customer queries over the telephone and via email.
- Processing telephone orders and orders which arrive through the post.
- Processing returns for refunds and exchanges.
- Data input on Elucid, an in-house database system.

What we are looking for:

- Excellent written and oral communication skills.
- A polite, friendly and approachable manner.
- Can work on own initiative and as part of a larger team.
- The ability to work accurately and competently in a busy office.

Who we need:

- A customer service ambassador who can deliver an exceptional customer experience.
- Excellent telephone manner.
- Trustworthy and reliable.

Please apply by email to Clare Harget, Human Resources Manager on recruitment@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

DELICATESSEN ASSISTANT

We have a fantastic opportunity for someone to join our Delicatessen team within our flagship Food Hall department.

Our Deli has a variety of over sixty cheeses which are sourced from the world's finest dairies. Amongst our locally sourced produce we have fresh bread, cured meat, oils and vinegars. Our international produce includes Serrano Ham and a selection of olives and nuts.

The successful candidate will be liaising with the Food Hall Buyers and will work alongside our Deli Manger who was recently crowned Britain's Young Cheesemonger of the Year. With customer service at the heart of our business, we take pride in ensuring that our ever-growing customer base will always feel welcome. If you enjoy working with fine foods we would like to hear from you. Previous Delicatessen experience is desired but not essential.

This position offers full-time hours and is a permanent role.

Key Responsibilities:

- Delivering exceptional customer service.
- Slicing meat, cutting cheese and cooking pies.
- Maintaining records.
- Maintaining and controlling stock.
- General cleaning duties.
- Assisting in merchandising.
- Following food safety procedures.

What we are looking for:

- Ensure the customer service you provide is of the highest standards at all times.
- Support the extended Food Hall team in achieving company sales targets and operational goals.
- Flexible with the ability to multi-task.
- Can work on own initiative and as part of a larger team.
- Maintain store visual standards in cleaning duties and merchandising.
- Be a role model for The House of Bruar brand with our personal presentation standards.

Who we need:

- A customer service ambassador.
- Interest in the Food and Beverage industry.
- Attention to detail.
- Punctual with excellent time management skills.
- Immaculately presented and representative of our luxury brand in every way.

You must possess a can-do attitude and a genuine interest in delivering excellent service. In return, we offer on the job and SVQ training, opportunities for progression and great staff benefits. Please apply by email to Robert Thain Food Hall Buying Manager on robert.thain@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV and covering letter.

RETAIL SALES ASSISTANT

We are currently recruiting for either full time or part time permanent Sales Assistants for our various departments within our Retail area. Here at the House of Bruar, our Retail Departments house men and women's country clothing and evening attire. Children's clothes, toys, Homeware, gifts and Kitchen accessories are also displayed in our Retail Departments. With customer service at the heart of our business, we take pride in delivering the best of Scotland in Scotland to ensure that our ever-growing customer base always feel welcome. If

you enjoy working with luxury textiles or Homewares we would like to hear from you.

Key Responsibilities:

- Cashiering.
- General cleaning duties.
- Assisting in merchandising.
- Delivering exceptional customer service.

What we are looking for:

- Ensure the customer service you provide is of the highest standards at all times.
- Support the Team in achieving company sales targets and operational goals.
- Be a role model for The House of Bruar brand and uphold our personal presentation standards.
- Maintain store visual standards with cleaning duties and merchandising.

Who we need:

- A customer service ambassador.
- An immaculately presented individual who is representative of our luxury brand in every way.

Previous experience is not essential as full training will be given; however you must possess a can-do attitude and a genuine interest in delivering excellent service. In return, we offer on the job and SVQ training, opportunities for progression and great staff benefits. Please apply by email to Clare Harget Human Resources Manager on recruitment@houseofbruar.com or in writing to The House of Bruar, By Blair Atholl, Perthshire, PH18 5TW, enclosing a copy of your CV with covering letter.