



## Deep Sea World seeks an Operations Manager - Retail

Salary: £20,000

Permanent position

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### About Deep Sea World [www.deepseaworld.co.uk](http://www.deepseaworld.co.uk)

Deep Sea World is a popular aquarium and shark dive experience centre located in the village of North Queensferry, in Fife, Scotland. Deep Sea World takes each and every one of its guests on a voyage of discovery showcasing aquatic diversity from the depths of the ocean, the breezy shorelines of Scotland, and the stifling jungles of the Amazon. It is host to a collection of large sand tiger sharks, in a large temperate water exhibit which boasts the longest underwater tunnel and moving walkway in an aquarium in Europe.

### About The Role

As an Operations Manager – Retail at Deep Sea World you can concentrate on what you do best getting to know your customer and your team. You'll make sure your shop and photo sales service excels in every sense – not just sales, profit and costs but team performance and customer service, stock and displays.

You'll look on your sales points as your own personal business and take pride in their achievements. Ultimately your aim will be to create an extraordinary experience for customers and your team. Upholding high standards, inspiring your team and with your flexible hands on approach you will make a real contribution to the overall success of Deep Sea World.

This position is permanent working full time; the role would be working 5 days out of 7, based on 40 hours per week. Normal hours would be between 9am and 6pm with exceptions made for stock-take and other special events. Flexibility is required to meet the needs of our business and shifts will include regular weekends, evenings and bank holidays.

### About You

Here's what we are looking for:

- ✚ Proven track record in a previous Retail Management role
- ✚ Familiar with IT and computers able to analyse data easily and use it to improve business performance
- ✚ Skills to train, manage and inspire a team in a friendly and supportive way that also drives upselling and ensures optimum sales results
- ✚ Understand and can deliver great Guest Service and memorable experience to all our guests
- ✚ Have the ability to identify and implement creative and visual ideas for sales points
- ✚ Attention to detail to control stock
- ✚ A hands-on manager with true shop floor experience
- ✚ Natural Communicator and a positive outlook
- ✚ Knowledge of Photography preferable but not essential

### Apply Now!

If interested, please send your CV and covering letter to: Janeen Yates, Aspro UK Group HR Manager, c/o Blue Planet Aquarium, Cheshire Oaks, Cheshire, CH65 9LF. Or email [recruitment@asprouk.com](mailto:recruitment@asprouk.com)

Your covering letter WILL be used as a sifting mechanism so make sure it stands out from the crowd!

**Closing Date: Thursday, 3rd May 2019**

We do recognize the time and effort it takes to apply for a position, but as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.

Work Location: Deep Sea World, Forthside Terrace, North Queensferry KY11 1JR  
We are an Equal Opportunities Employer