



**Head of Retail and Food & Beverage**



**ROXBURGHE**  
ESTATES



[www.floorscastle.com](http://www.floorscastle.com)



# About Us

The estate has been part of the Scottish Borders since 1358. Everything we do, is to ensure that we continue into the next millennium. Through our longevity we have developed deep connections with the land and its people and we are guided by the principle that our operations benefit the health of the environment and the prosperity of local communities. We are not just enduring; we will constantly innovate and grow to maximise the potential of the region and land under our care so we will be a source of inspiration and a model estate for the 21<sup>st</sup> Century.

## Passionate People

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Floors Castle. We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing a warm welcome and amazing experiences.

## Our Values

CUSTODIANS

COMMUNITIY

AUTHENTICITY

DRIVE

WARMTH

“To understand, improve and develop our natural, heritage and built environments, allowing them to flourish as sustainable businesses capable of making significant contributions to a vibrant Borders community, now and for generations to come.”



ROXBURGHE  
ESTATES



# Purpose of the Role

**ROLE TITLE** Head of Retail and Food & Beverage **CONTRACT** Permanent, Full-time

**LOCATION** Roxburghe Estates Office

**START DATE** November / December 2026

## ROLE SUMMARY

We are excited to introduce a new Head of Retail & Food & Beverage role to support the next stage of growth across our retail and hospitality businesses. This senior position will lead the strategic development and performance of our cafés and shops, helping to shape the visitor experience, drive revenue, and identify opportunities for innovation and improvement.

Working closely with the management team, you will help oversee daily operations, supervise staff, ensure compliance with food safety and health & safety standards, and contribute to the commercial success of the operation. You will lead by example, providing outstanding customer service while supporting colleagues to perform at their best while working as part of a team.

This role is a hybrid between getting involved hands-on when needed, while overseeing and driving the business on a day to day basis.



ROXBURGHE  
ESTATES



# Key Responsibilities

- Supervise the day-to-day operation of the retail outlets (Castle Gift Shop and Apple Shed) and food & beverage outlets (Courtyard Café and Terrace Café), ensuring a smooth, efficient and welcoming visitor experience.
- Lead, motivate and support the team to deliver consistently high standards of customer service, presentation and operational performance.
- Act as a Duty Manager, taking responsibility for the safe and smooth running of the visitor operation, including opening and closing outlets, responding to operational issues, and providing relief cover as required.
- Support recruitment, induction, training and development of team members, ensuring staff are appropriately trained and understand their roles, responsibilities, policies and procedures.
- Assist with staff rotas and daily resource planning, ensuring appropriate staffing levels and effective deployment of team members in line with visitor demand.
- Deliver excellent customer service, acting as a key point of contact for visitors, resolving queries and complaints professionally and efficiently, and supporting the achievement of visitor survey targets.
- Identify and organise opportunities to participate in external events, driving food and beverage sales through effective planning and community engagement.
- Maximise sales and profitability across retail and F&B operations by monitoring sales performance, contributing to revenue targets and identifying opportunities to increase sales and improve commercial performance.



ROXBURGHE  
ESTATES



# Key Responsibilities

- Collaborate with the Marketing team to promote our catering and retail functions.
- Share responsibility for achieving the annual F&B budget, monitoring performance and supporting effective cost control.
- Manage and support stock control, including ordering, receiving, replenishment, stock rotation and monitoring wastage, ensuring stock is available while minimising unnecessary costs.
- Maintain high standards of presentation, cleanliness and service, ensuring all retail and F&B areas are consistently well presented and meet NTS standards.
- Ensure full compliance with relevant legislation and organisational requirements, including food safety, food allergens, food hygiene, health & safety, licensing, environmental health, security and company policies and procedures, maintaining accurate records as required.
- Ensure the safety and security of visitors, team members, premises, and stock by proactively planning ahead and escalating any issues promptly when necessary.
- Carry out cash handling and financial procedures accurately, including till operation, cashing up and end-of-day procedures.
- Identify and implement opportunities to improve operational efficiency and the visitor experience, working collaboratively with colleagues and responding to visitor feedback, surveys and customer insight to identify opportunities to improve products, services and the overall visitor experience.
- Support wider business operations, working flexibly across the organisation and undertaking other reasonable duties as required.



ROXBURGHE  
ESTATES



# About You - Personal Qualities

## WE ARE LOOKING FOR SOMEONE WHO:

- Passionate about delivering exceptional customer experiences and leading teams that take pride in their work.
- A positive, approachable and inspiring leader who can motivate, develop and empower others.
- Commercially minded, with the ability to identify opportunities to grow revenue, profitability and performance.
- Strategic and forward-thinking, able to balance day-to-day operational demands with long-term business objectives.
- Proactive, self-motivated and accountable, taking ownership of decisions and driving continuous improvement.
- An excellent communicator and relationship builder, able to influence and collaborate effectively with colleagues, customers and external partners.

# Qualifications and Experience

## ESSENTIAL:

- Full UK driving licence.
- Excellent organisational, administrative and IT skills, with the ability to manage multiple priorities effectively.
- Strong communication and interpersonal skills, with a genuine enthusiasm for delivering exceptional customer service, with the ability to remain calm under pressure.



ROXBURGHE  
ESTATES



# Salary & Benefits

- £28,000 - £33,000
- Company pension scheme.
- A fun working environment where we care about you, your well-being, and your personal growth.
- Cycle to work scheme.
- Life insurance cover.
- Free Parking
- Staff discounts in our Estate gift shops and cafés.
- Free flu jabs

# Applying for the Role

Please send a covering letter and CV, for the attention of Claire Bell, to [hr@floorscastle.com](mailto:hr@floorscastle.com).

The closing date for entries is 12 noon on Friday, 23<sup>rd</sup> of October 2026.

# Hours of Work

Flexibility is important, but a base working week would be 37.5 hours. Working 5 days out of 7, and will include weekends and bank holidays.



ROXBURGHE  
ESTATES

