

MCARTHURGLEN

GROUP

Job Title	Retail Assistant	Function/Region	Operational Retail /
Reports To	Retail Manager	Band	2
Location	Cheshire Oaks		

Our Mission

'To create the finest retail experiences.'

Our Purpose

'Making the extraordinary possible'

Purpose

The Retail Assistant supports the Retail Team with the day-to-day coordination, administration, reporting, and analysis needed to help Brand Partners perform well and deliver an excellent customer experience. Working closely with the Senior Retail Manager, Brand Partners, and centre teams, the role helps keep information accurate, prepares meeting materials, supports retail initiatives, and contributes to smooth centre operations.

Key Responsibilities

- **Retail Coordination & Brand Support**
 - Maintain regular contact with Brand Partners to support information sharing, service standards, and day-to-day retail activity.
 - Coordinate meetings, retail calendars, Sales Performance Reviews, shop manager meetings, mystery shopping activity, and Retail Academy Programme administration.
 - Support brand management administration and help ensure relevant parties have the information they need to operate effectively.
- **Reporting, Analysis & Meeting Preparation**
 - Maintain accurate retail data and performance information for the Retail Team, ensuring reports are up to date and easy to use.
 - Prepare retail analysis, including store performance, competitor insight, weekly reports, and other requested updates.
 - Create and amend meeting materials and presentations to support performance conversations and decision making.
- **Cross-Functional Team Support**
 - Work with Guest Experience, Facilities, Marketing, Leasing, Finance, and Brand Partners to support smooth centre operations.
 - Coordinate daily business activity and share relevant information in line with the retail and marketing calendar.
 - Support projects and ad-hoc tasks that contribute to the ongoing development and effective running of the centre.
- **Operational Standards & Compliance**
 - Follow company policies, procedures, and standards, acting in the best interests of McArthurGlen and the entities it represents.
 - Identify practical opportunities to improve everyday processes within the role and share these with the team.

Skills & Experience

- **Communication & Influence**
 - Communicates clearly and professionally with colleagues, Brand Partners, and other centre teams.
 - Listens carefully, shares information proactively, and helps ensure others have the details they need.
 - Fluency in written and spoken English is essential.
- **Collaboration & Inclusion**

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- Builds positive working relationships across the team and with Brand Partners.
- Offers support, shares knowledge, and takes account of others' perspectives and needs.
- **Delivery & Performance**
 - Organises work effectively, manages detail accurately, and follows through on agreed tasks and deadlines.
 - Uses increased experience to resolve day-to-day issues, asking for support where needed.
 - Applies strong Microsoft 365 skills, including Word, Excel, Outlook, and PowerPoint, to prepare reports and presentations.
- **Learning & Future Readiness**
 - Shows curiosity, learns from challenges, and is open to feedback and new ways of working.
 - Identifies opportunities to improve everyday processes within the role and adapts quickly to change.

Background

- Administrative experience, ideally gained in retail operations, buying, merchandising, hospitality, or another fast-paced customer-focused environment.
- Experience working with data, reports, calendars, meeting materials, or presentations would be beneficial.
- A structured, accurate, and service-minded approach, with confidence working as part of a team.

Our Success Framework



McArthurGlen, an extraordinary experience for everyone.

At McArthurGlen we value the diversity of our people.

We celebrate difference and believe that everyone is extraordinary.

We are committed to building a culture where our opinions and contributions are listened to and respected and anyone can be themselves.

We learn and grow together, we all belong.