

Gunroom & Retail Assistant

Location: Honesberrie Shooting Ground

Working Hours: Monday to Friday, with occasional weekend working as required

About the Role

We are looking for a highly organised, proactive and detail-oriented Gunroom & Retail Assistant to join our team at Honesberrie Shooting Ground.

This is a varied and hands-on role, providing essential administrative and operational support to the Gunroom Manager and helping to ensure the smooth day-to-day running of our gunroom and retail operations.

The successful candidate will take responsibility for coordinating administrative processes, managing customer enquiries, maintaining accurate records and overseeing the progress of gun sales, servicing, repairs and bespoke orders.

You will also support stock management, retail operations and the promotion of our products through our website and social media channels.

We are looking for someone with strong administrative experience, excellent organisational skills and a commitment to delivering outstanding customer service. An interest in shooting or previous experience within the industry would be advantageous, but is not essential.

Key Responsibilities

Gunroom Administration & Operations

- Provide administrative support to the Gunroom Manager, ensuring the efficient running of daily operations.
- Coordinate and process firearm sales, ensuring all documentation and records are completed accurately and in accordance with relevant regulations.
- Maintain accurate records relating to firearms, stock movements, customer transactions and gun storage.
- Manage the administration of gun storage services, including customer records, renewals and associated documentation.
- Oversee the administration and coordination of gun servicing and repairs, liaising with customers, suppliers and gunsmiths.
- Maintain and manage diaries and schedules for servicing, repairs, customer appointments and deliveries.

- Coordinate bespoke gun orders, tracking progress from initial order through to delivery.
- Proactively communicate with customers regarding order updates, servicing progress, anticipated completion dates and collection arrangements.
- Assist with managing the shooting school's fleet of guns, including hire guns, servicing schedules, maintenance records and stock availability.

Customer Service & Retail Support

- Deliver a professional, friendly and knowledgeable service to customers, both in person and through telephone and email enquiries.
- Support the Gunroom Manager with customer enquiries, product availability, sales administration and after-sales service.
- Build and maintain positive customer relationships, ensuring enquiries and requests are followed through efficiently.
- Liaise with suppliers and manufacturers regarding orders, deliveries, product availability and customer requirements.
- Help maintain a welcoming, organised and professional retail environment.

Stock & Inventory Management

- Maintain accurate stock records for firearms, cartridges, accessories and retail merchandise.
- Monitor stock levels, assist with purchasing and replenishment, and follow up on outstanding supplier orders.
- Coordinate incoming deliveries, checking goods against orders and ensuring accurate recording within stock management systems.
- Assist with regular stocktakes, reconciliations and inventory audits.
- Ensure products, pricing and stock information are accurately maintained across internal systems.

Marketing & Product Promotion

- Assist with keeping the gunroom section of the Honesberie website up to date, including product listings, descriptions, pricing and availability.
- Support the promotion of new products, special offers and gunroom services through social media and other marketing channels.

- Liaise with the Events and Marketing Executive to ensure new stock, product launches and promotions are communicated effectively.
- Help identify opportunities to improve product presentation and customer engagement, both online and in store.

Compliance & Record Keeping

- Support the Gunroom Manager in maintaining accurate records and ensuring compliance with relevant firearms legislation and company procedures.
- Assist with the administration of firearm certificate checks, sales documentation and statutory record keeping, under appropriate supervision.
- Maintain organised, accurate and confidential customer and business records.
- Follow established procedures relating to firearm security, storage and stock control.

Skills, Experience & Attributes

Essential

- Previous experience in an administrative, office support or operational coordination role.
- Excellent organisational skills, with the ability to manage multiple tasks and competing priorities.
- Exceptional attention to detail and a high level of accuracy.
- Strong written and verbal communication skills.
- A professional, approachable manner and a commitment to excellent customer service.
- Confidence using Microsoft Office, Google Calendar and the ability to learn new business systems.
- A proactive, methodical approach to work, with the ability to take ownership of tasks and follow them through to completion.
- Ability to work independently while contributing positively to a wider team.
- Flexibility and willingness to support different areas of the business when required.
- An interest in shooting sports, firearms or country pursuits.

Desirable

- Previous experience within the shooting industry, gunroom operations or specialist retail.
- Experience in stock control, order processing or inventory management.
- Familiarity with retail or point-of-sale systems.
- Experience updating websites, managing product listings or supporting social media content.
- An understanding of UK firearms legislation and associated administrative requirements.

The Ideal Candidate

You will be someone who enjoys bringing structure and organisation to a busy working environment. You will be confident managing administrative processes, coordinating with multiple people and ensuring that nothing gets overlooked.

You will have a natural ability to prioritise, communicate clearly and take responsibility for seeing tasks through from start to finish.

Above all, we are looking for a dependable, enthusiastic team player who takes pride in their work, enjoys providing excellent customer service and is keen to become an integral part of a small team.