

Job Description

Job Title: Customer Service Assistant Cafe

Reports to: Café Manager

Grade Band: G

Location: Palmer Gardens

Purpose

Palmer Gardens is a small horticultural focused garden centre where plant quality, great food and excellent customer service are our core values. We combine this with training department where young adults with individual needs learn retail, hospitality and life skills which will help them gain meaningful employment.

Main Duties and Responsibilities

1. To work on the till as required
2. To work in the café as required and complete all required training.
3. To replenish stock as it comes in and sells through.
4. To ensure the quality of all the stock within the department is maintained and rotated.
5. To ensure the stock is kept in a clean, tidy and undamaged state.
6. To record wastage according to the relevant guidelines.
7. To merchandise and display stock according to the agreed principles.
8. To create impulse, seasonal, promotional, themed and linked displays .
9. To ensure point of sale material is maximised.
10. To proactively serve and help customers in need of assistance, resolving queries / complaints.
11. To actively sell products, encouraging link sales and up-sales wherever possible.
12. To ensure that all display equipment is maintained to a professional standard .

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

<p>Person Specification</p> <p>Job Title: Customer Service Assistant Cafe (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Embraces change and drives continuous improvement (E) • People centred in a commercial framework, takes accountability for results (E) • Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E) • Collaborates and unites with others behind the organisations mission (E) • Provides a best-in-class service to all clients internal and external (E)
<p>Experience</p> <ul style="list-style-type: none"> • Previous experience of working in Retail or a customer services environment (E) • Experience working within a horticultural or Cafe environment. (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Good IT skills, including familiarity with Microsoft Office software (D) • Good verbal and written skills (E) • Demonstrable experience of providing excellent customer service skills (E) • Good time keeper (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Enthusiastic (E) • Ability to take a problem-solving approach to work tasks (E) • Ability to work well as part of a team and independently when required (E) • An interest in working in a customer service environment (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E) • This post requires a Disclosure and Barring Service Check at adults & children (E)
<p>Other</p> <ul style="list-style-type: none"> • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)