

**Job:** Customer Service Assistant – Garden Centres

**Salary** £8.21 per hour

**Location:** Trowbridge

**Reports to;** Department Manager

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

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.

We need a Customer Service Assistant to serve customers and be prepared to work in shop, plant department or café.

You must ensure excellent service and maintain agreed retailing standards at all times.

### **Are you right for the job?**

- Do you have experience of working in Retail??
- Do you have excellent customer service skills?
- Do you have experience working with either plants or in a cafe or do you wish to learn?

## Person Specification

### Job Title: Customer Service Assistant

(E = Essential D = Desirable)

#### Competencies

- 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)**

#### Technical competency (qualifications and training)

- Willingness to gain food hygiene certificate (E)

#### Experience, Knowledge and Skills

- Previous experience of working in Retail or a customer services environment (E)
- Able to demonstrate a flexible approach to work (E)
- Self motivated with good organisational skills (E)
- Team worker (E)
- Excellent customer service skills (E)
- Good interpersonal and communication skills (E)
- Willingness to work in accordance with rostered hours which will include weekends and bank holidays as requested, and for functions when necessary (E)
- Positive attitude to health problems and employment problems (D)
- Experience working within a horticultural environment or an experienced gardener (D)

#### Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- Role requires a Criminal Records Bureau disclosure at an Enhanced level. **(E)**

## 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
13. To ensure the security of the company's property is maintained

## **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 an Equality and Diversity 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. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.

This Job Description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.