Job Description

Job Title: Customer Service Assistant – Garden Centre
Reports to: Department Manager
Salary: Minimum National Wage
Location: Great Billing

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?

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 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 environmentin line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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.

Person Specification

Job Title:

(E=Essential D=Desirable)

SKILLS AND CORE 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

- Previous experience of working in Retail or a customer services environment (E)
- Experience working within a horticultural environment or an experienced gardener (D)

Skills and Attributes

- Able to demonstrate a flexible approach to work (E)
- Self motivated with good organisational skills (E)
- Excellent customer service skills (E)
- Good interpersonal and communication skills (E)

Personal qualities, communicating and relating to others

- Positive attitude to health problems and employment problems (D)
- Team worker (E)
- Willingness to work in accordance with rostered hours which will include weekends and bank holidays as requested, and for functions when necessary (E)

Safeguarding

- 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 a Enhanced level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)