

**Job:** Garden Centre Manager

**Salary:** £37,000 - £42,000

**Job Level:** Manager/Functional Expert

**Reports to;** Retail Director

### **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.

Apart from being a commercial garden centre Palmer Gardens trains more than 40 disabled people so 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?**

Our Palmer Gardens Garden Centre is being transformed with bold new product initiatives and a plan to redevelop the existing site to double income. The new General Manager has the opportunity to make a real difference and will be fully accountable for the success of the business by maximising income and profitability and ensuring that we offer the best training opportunities possible for our service users.

You'll need to use your sector knowledge to drive the business forward through strategic thinking and planning. You'll raise the profile of Shaw Trust and build our presence in the community we serve.

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

- Do you have significant garden centre management experience?
- Do you have a track record of achieving sales and contribution targets?
- Do you have change management experience?
- Do you have experience of product buying?
- Do you have high standards of presentation and customer service skills?
- Do you enjoy working in and engaging with your local community?

- Do you motivate people, work well in a team and stay focused under pressure?

## Person Specification

### Job Title: Garden Centre Manager

(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)

- Excellent IT skills – including Microsoft Outlook, Word, Excel and familiar with ecommerce and social network use **(E)**
- Ability to interpret basic spreadsheets and analyse data **(E)**

#### Experience, Knowledge and Skills

- Senior garden centre managerial experience including an in depth knowledge of the commercial garden centre market **(E)**
- Strong leadership skills **(E)**
- Ability to motivate and coach develop a multi disciplinary team **(E)**
- Strong product awareness **(E)**
- Experience of garden centre buying **(E)**
- Experience of managing change **(D)**
- Experience in training **(D)**
- Good knowledge of financial planning/budgetary/cost control processes **(E)**
- A proven track record of delivering results **(E)**
- Excellent customer service skills **(E)**
- Excellent numerical skills **(E)**
- Good organisational and time management skills **(E)**
- Commitment to achieving income and contribution targets **(E)**
- Ability to engage garden centre in local community activities and events **(D)**
- Previous experience of working with volunteers **(D)**
- Strong written and verbal communication skills **(E)**
- Excellent communication skills **(E)**
- Flexible approach and ability to cope with varying demands of the role **(E)**
- Ability to negotiate at all levels of the organisation working in a positive and cooperative manner with all colleagues **(E)**
- Understanding of our client group and the barriers our clients may face **(D)**

#### Safeguarding

<ul style="list-style-type: none"> <li>• Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li> <li>• Role requires a Criminal Records Bureau disclosure at Enhanced level. <b>(E)</b></li> </ul>
<b>Other</b> <ul style="list-style-type: none"> <li>• Willingness on occasion to travel for meetings as and when required including some overnight stays <b>(E)</b></li> </ul>

## **Main Duties and Responsibilities**

- To contribute to and deliver on the strategic development plan for the garden centre
- To have overall management responsibility for all aspects of the garden centre including the horticultural, catering, retail and training operation.
- To maximise the income and contribution potential of the site whilst actively promoting the aims and objectives of Palmer Gardens and the wider charity.
- To create a focused high quality customer service offering through delivering clear and measurable standards.
- To manage the buying function ensuring that margins are maximised stock control is within prescribed boundaries
- To take a lead role in the development of the product range to optimise existing and new business opportunities.

To ensure there is a positive learning culture in place for service users where they are supported and their talents developed and they are active participants in Palmer Gardens' daily life.

- To promote the work of Palmer Gardens both internally with customers and externally with business and the local community and act as an ambassador for Shaw Trust.
- To manage staffing line with all Shaw Trust policies and guidelines specifically ensuring that individual and team performance goals are met and ensure relevant support is offered to achieve required performance levels
- To ensure effective recruitment processes are in place and that staff gain the required training and support to deliver operational objectives.
- To ensure that all statutory requirements concerning the safety of the site its staff volunteers clients and customers are met.
- To understand and implement all aspects of operational compliance and security

- To be responsible for the site

## **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. 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.

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.