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| **Department** | **Department of place** |
| **Job Title** | **retail assistant (heaton Fold garden centre)** |
| **Grade** | **grade B** |
| **Primary Purpose of Job** | Assist the staff with horticultural and garden centre tasks and activities within a retail garden centre business environment. Provide point of sale advice/support to customers. |
| **Reporting To** |  |
| **Staffing**  **Responsibilities** | Support Officer/Team Leader (Heaton Fold)  Maintain high quality plants and shrubs for sale to customers. Support the Gift Shop and Cafe provision as required and provide point of sale customer friendly advice and support for garden centre visitors on all garden centre products and services. |

**Main Duties**

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| **1** | To be the main customer interface for garden centre sales and to provide customer friendly sales advice and service. | |
| **2** | Till operation and money handling; cash, vouchers, cheques, credit/debit card payments, refunds and end of day re-conciliation. | |
| **3** | Assist in all garden centre operations including the receipt, checking and movement of stock, stock control, merchandising, pricing, point of sale promotions. | |
| **4** | Assist with Gift shop stock display and merchandising. | |
| **5** | Unload deliveries to site and assist in the delivery of goods to customers off site as required. | |
| **6** | Support the Café self-service provision including stock replenishment and maintaining hygiene standards. | |
| **7** | Assist with site security and cleaning. | |
| **8** | Cutting, blocking and netting of Christmas trees. | |
| **9** | Respond to telephone enquiries and provide point of sale advice and support to customers. | |
| **10**  **11** | Operate safely within the workplace in line with Health & safety legislation, and council policy and practice.  Support the monthly Artisan Market and other events/activities held on site. | |
| **Date Job Description prepared/updated:** | | **July 2019** |
| **Job Description prepared by:** | | **Head of Community Services** |



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| **Department** | | | | **place** | | |
| **Job Title** | | | | **retail assistant (heaton Fold garden centre)** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Demonstrate basic knowledge of and interest in gardening and horticulture. | | | | | Application form/interview |
| 2. | Knowledge of money collection procedures. | | | | | Assessment/interview |
| 3. | Numerate and literate. | | | | | Application form/interview |
| 4. | Knowledge of stock display and merchandising. | | | | | Interview |
| 5. | Able to work effectively a part of a team with minimum supervision. | | | | | Interview |
| 6. | Good customer care skills. | | | | | Application form/interview |
| 7. | Demonstrate understanding of health and safety policy and practice. | | | | | Interview |
| 8. | Knowledge and use of ICT. | | | | | Application form/assessment |
| 9. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Relevant skills are essential and previous experience and qualifications appropriate to the post will help to provide evidence of this. | | | Application Form | |
| 2. | | Willing to undertake training and development relevant to the position | | | Application Form | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | Must be physically fit as role requires lifting and handling of stock and walking around site. | | | Application Form/Assessment | |
| 2. | | Able to work Saturday, Sunday and Bank Holidays with working hours in accordance with garden centre opening times. | | | Application Form/Interview | |
| 3. | | Willing to work alongside adults with a learning disability | | | Application Form | |
| 4. | | Aged 18 and over and abide by the Council’s corporate no smoking policy. | | | Application Form | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Previous gardening/horticultural experience and/or retail experience. | |  |
| **2. Experience/Qualifications/Training etc** | | | |
| 1. | Hold an appropriate qualification in Horticulture. | |  |

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| **Date Person Specification prepared/updated:** | **January 2108** |
| **Person Specification prepared by:** | **Head of Community Services** |



**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.