



<b>Job Title:</b>	Shop Retail Assistant
<b>Department:</b>	Retail – Outdoor Living
<b>Reports to:</b>	Outdoor Living Supervisor
<b>Principle Working Relationships:</b>	Retail Assistants Till Operators Retail Managers Retail Supervisors

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*Inspire and engage everyone to experience the joy of creating and living in beautiful outdoor spaces*

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### **The ideal candidate needs**

- Consistently act in line with 'Our Values' and behaviours
- Take responsibility for your own H&S and site fire safety at all times
- Deliver the Company retail standards consistently
- To be well-presented, outgoing, and friendly
- A confident manner, able to approach customers
- To have a passion for working in a busy environment
- To have a good attitude to cover a range of tasks
- To be able to communicate with a variety of customers
- Previous experience working in a similar role is beneficial but not essential

### **The Responsibilities**

- Customer service and sales advice
- Handling customer inquiries on the shop floor, by phone or by email as needed
- Maintaining stock levels and displays, including unpacking new stock, cleaning, and merchandising
- Operate tills including handling cash, card & voucher transactions
- Process customer orders including delivery details
- Providing support in other areas of the business when needed
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### **Benefits**

- Competitive salary – Up to £11.44 an hour
- Staff discount throughout the store; including restaurant and Farm shop
- Work-life balance
- Company Pension when applicable

- Employee Assistance Programme
- Free parking on site
- One day off for your birthday after 2years' of service

