

<b>Title</b> <b>Senior Retail Assistant</b>	<b>Adult Social Care and Public Health</b>	<b>Post Ref.</b>
<b>Job Purpose</b> To be responsible for the day to day sales function within the retail areas at Brooke Farm and ensure the security of the site under the direction of the Retail Manager		
<b>Key Responsibilities</b> <ol style="list-style-type: none"> <li>1. To maintain all sales areas, shelves, benching and equipment in a clean and tidy condition including washing floors, walls, windows, and other surfaces as required.</li> <li>2. To maintain preparation/packing rooms and associated areas in a clean and tidy condition including wash/disinfect worktops and clean walls, floors, windows, and other surfaces.</li> <li>3. To maintain external sales and shrub areas in a clean and tidy condition at all times and to ensure that plants, shrubs, and other items are maintained in a saleable condition.</li> <li>4. To ensure greenhouse plants that are on stock are maintained and watered in a saleable condition.</li> <li>5. To ensure all incoming stock is correctly recorded, examined, dated, and signed for.</li> <li>6. To ensure all spoils and rejects are correctly recorded and signed off by an authorised staff.</li> <li>7. To ensure that produce is checked daily for freshness /quality and replenished as necessary, that price tags are current and legible and display areas suitably maintained.</li> <li>8. To check freezers daily and defrost as required and ensure that other equipment is maintained in a clean and safe working condition.</li> <li>9. To water and feed all livestock as directed and to collect eggs.</li> <li>10. To serve customers in a courteous, friendly, and efficient manner and ensure the issue of sales receipts and to complete cashing up and other procedures in accordance with regulations.</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. To check sales areas and preparation areas daily and report on issues affecting safety and /or hygiene.</li> <li>2. To assist with the running and security of the retail operation as required.</li> </ol>	

11. To ensure the safety and security of the retail operation and the site as required.	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

<b>Person Specification</b>	
<p><b>Education and Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Ability to work to retail targets.</li> <li>2. Knowledge of responsibilities under Health and Safety legislation.</li> </ol>	<p><b>Personal skills and general competencies</b></p> <ol style="list-style-type: none"> <li>3. Puts into practice the Council's commitment to excellent customer care.</li> <li>4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.</li> <li>5. Works well with colleagues but also able to work on their own initiative.</li> <li>6. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration</li> <li>7. To have knowledge, understanding and experience of current Health and Safety Regulations.</li> <li>8. The ability to communicate verbally and in writing.</li> <li>9. To be prepared to work flexibly.</li> <li>10. Ability to work on own initiative and within a team.</li> <li>11. Able to work to an agreed programme of work with minimum supervision.</li> <li>12. High level of punctuality and attendance.</li> <li>13. To have the ability to take decisions across a whole range of sales activities.</li> <li>14. To have the ability to delegate, organise and prioritise.</li> <li>15. Top be able to work under pressure and manage deadlines and targets.</li> <li>16. To be able to instruct and train retail staff at all levels.</li> </ol>
<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>17. Previous experience in shop related sales, issue of sales receipts, cashing up procedures.</li> <li>18. Clear evidence of a pro- active approach to problem solving,</li> <li>19. Related experience of cleaning and use of equipment.</li> <li>20. Previous experience with IT equipment and Systems.</li> <li>21. Proven experience of direct customer interface with demonstrable negotiation skills.</li> <li>22. Experience of working with people with disabilities.</li> </ol>	

### ***Role Dimensions***

23. Under the direction of the Retail Manager, to be able to undertake the running of the retail operation liaising with customers and dealing with enquiries as necessary.
24. Maintaining the retail sales area in accordance with the requirements of policy and procedures.
25. To be able to drive and hold a current clean driving licence.
26. To be able to complete daily procedures as required and to secure the site.