

Title Retail Assistant	Department Adult Social Care and Health	Post Ref. BF/LM
Job Purpose To support the sales function within the retail areas at Brooke Farm under the direction of the Retail Manager.		
Key Responsibilities <ol style="list-style-type: none"> 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. 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. 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. 4. To ensure greenhouse plants that are on stock are maintained and watered in a saleable condition. 5. To ensure all incoming stock is correctly recorded, examined, dated and signed for. 6. To ensure all spoils and rejects are correctly recorded and signed off by an authorised staff. 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. 8. To check freezers daily and defrost as required and ensure that other equipment is maintained in a clean and safe working condition. 9. To deliver retail services via a 'pop up' shop facility at external venues as and when required. 		Key Accountabilities <ol style="list-style-type: none"> 1. To check sales areas and preparation areas daily and report on issues affecting safety and /or hygiene . 2. To assist with the running of the retail operation as required.

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.	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification

<p><i>Education and Knowledge</i></p> <ol style="list-style-type: none"> 1. Ability to work to retail targets. 2. Knowledge of responsibilities under Health and Safety legislation. 	<p><i>Personal skills and general competencies</i></p> <ol style="list-style-type: none"> 3. Puts into practice the Council's commitment to excellent customer care. 4. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 5. Works well with colleagues but also able to work on their own initiative. 6. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration 7. To have knowledge and understanding of current Health and Safety Regulations. 8. The ability to communicate verbally and in writing. 9. To be prepared to work flexibly, including weekend rota as required. 10. Ability to work on own initiative and within a team. 11. Able to work to an agreed programme of work with supervision. 12. High level of punctuality and attendance.
<p><i>Experience</i></p> <ol style="list-style-type: none"> 13. Previous experience in shop related sales. 14. Clear evidence of a pro- active approach to problem solving, 15. Related experience of cleaning and use of equipment. 	
<p><i>Role Dimensions</i></p> <ol style="list-style-type: none"> 16. To be able to assist with the running of the retail operation liaising with customers and dealing with enquiries as necessary. 17. Maintaining the retail sales area in accordance with the requirements of policy and procedures. 	

Date 15.10.19. LM.