

Job description

9 months
€8.55



Nottingham
City Council

Job title: Retail Assistant

Department: Communities

Service: Parks and Open Spaces

Grade: B

Post reference number:

1 Job purpose

To be part of the Nursery Team offering a high quality customer care service whilst serving customers in the retail shop, promotional events and by providing help and advice to visitors

2 Principal duties and responsibilities

1. To provide a front line service by serving customers in the retail shop being customer care conscious in the provision of such a service.
2. To provide a constantly well presented facility by ensuring retail areas are clean and tidy at all times by assisting in the daily routine of cleaning, maintenance and sanitation of all areas.
3. To be knowledgeable of and assist in maintaining high standards of service and products, including display, security, presentation, quality and freshness of saleable stock.
4. To operate a cash register and handle reconcile cash, cheques and credit cards in accordance with Nottingham City Council's financial regulations.
5. To assist with basic administration tasks and completing of daily record sheets.
6. To provide general information and convey a lively interest and knowledge of Nottingham's horticultural service to customers and members of the public
7. To provide assistance and adhere to all health & safety, hygiene and security policies
8. To adhere to relevant legislation at all times.
9. To assist newly appointed staff, volunteers and apprentices

3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

5 Numbers and grades of any staff supervised by the post holder: none

6 Post holder's immediate supervisor: Assistant Manager (Retail)

Prepared by/author: John Pell

Date: 25 August 2015

Job title: Horticultural Service Manager

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature:

Date:

Person specification



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Section: Horticultural Operation

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	Requirements	Measurement			
		P	A	T	I
Communication	Ability to communicate with a wide range of people in a courteous and efficient manner, in person, in writing and over the telephone Ability to act as a source of information on the plant nursery service and to provide this in a customer friendly manner. Ability to work as an effective and supportive member of a team.		✓	✓	✓
Customers	Ability to demonstrate practical skills in serving Ability to maintain a high level of personal & environmental, hygiene, cleanliness and attention to detail Ability to deal tactfully and efficiently with difficult situations as they arise		✓	✓	✓
Technology	Experience of cash handling and operating a till Ability to be able to use a computer, computerised system and alarm system		✓	✓	✓
Health & Safety and Security	Basic knowledge, understanding and commitment to health & safety and first aid. Ability to maintain a high level of security and follow financial regulations Ability to follow written and verbal instruction. Manual Handling skills Ability to patrol for long periods, providing a rapid response to security issues as required on a site that includes stairs and steep gradients		✓	✓	✓
mutual respect and good relations	Ability to anticipate , respond to individual customer needs. Act as an advocate for the parks service		✓		✓
Work Related Circumstances	Willingness to comply with the City Council's non-smoking policy. Be willing and able to work within the needs of a changing organisation including working evenings, weekends and school holidays Ability to walk long distances and in hard to reach locations		✓		✓

P: Pre-application A: Application T: Test I: Interview D: Documentary evidence

Prepared by/author: John Pell

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