



# Brunswick Organic Nursery and Craft Workshop

The following guidance is designed to help you to complete the application and understand our recruitment process for the position of **WEEKEND SHOP ASSISTANT**. Please look at the following **five** pages as they contain important information about the position:

- The information you provide in your application is the **only** information we will use in deciding whether or not you will be short listed for an interview. **Please do not attach a CV as it will not be considered.**
- **The application form and criminal record form** should be filled in as completely and as clearly as possible. We strongly encourage you to complete the application form using a computer as this gives you more space to describe your skills and experience.
- In Section 4, you are asked to give us more detail about how your skills and experience match our job description and person specification. Before completing this section please consider the following points:
  - The job description and person specification describe the key duties and responsibilities of the post. You should include information about how your skills and experience meet these duties and responsibilities.
  - When telling us about your relevant skills and experience, remember that these can come from your paid employment, voluntary work, family or leisure activities.
- The application form also has a section about convictions, which **must be completed**. This job is subject to a Disclosure and Barring Service (DBS) enhanced check. The reason for this is that Brunswick works with adults who may be considered to be at risk and with young volunteers and therefore we have a duty to consider an applicant's past records. If you have a previous conviction this will not automatically exclude you from being considered for the job. We will take the nature of the convictions into consideration.
- Your completed application form should be returned by midnight on Sunday 19<sup>th</sup> March 2017. You can return your application by email to [admin@brunswickyork.org.uk](mailto:admin@brunswickyork.org.uk), by post or by hand (office hours are weekdays 9am – 4.30pm). Our postal address is: Brunswick Organic Nursery, Appleton Road, Bishopthorpe, York, YO23 2RF. Applications received after the closing deadline will not be considered.
- We will confirm receipt of emailed applications. We aim to do this within one working day of receipt. If you do not receive this response, please call 01904 701869 to check whether your application has been received - be sure to do so before the closing date.
- Only applicants who have been short listed will be contacted. Due to our limited\_resources we are unable to provide feedback on applications.
- Shortlisted applicants will be contacted by phone to arrange interview times. Details of the interview will be confirmed by email if possible, otherwise by phone call and post.
- If you are likely to have any difficulty completing the task or attending an interview due to any impairment or disability, please contact us on 01904 701869 or by email to [admin@brunswickyork.org.uk](mailto:admin@brunswickyork.org.uk)

## Role Summary and Background Information

<b>Job Title</b>	Weekend Shop Assistant
<b>Reporting to</b>	Deputy Manager
<b>Duration</b>	Fixed term until 31 <sup>st</sup> October 2017. There will be permanent contracted hours available following some changes in the current staff's hours later this year. This role is fixed term until these changes are confirmed and we will then seek to appoint a Weekend Shop Assistant on a permanent basis.
<b>Salary</b>	£8.45 per hour
<b>Hours</b>	Saturdays and Sundays: 7.5 hours to be worked between 9.45am -5.15pm each day. Please see <i>Important Information</i> below which explains our seasonal opening hours and how this will affect the hours over the year.  Job share considered.  Additional variable hours may be available during the week to provide cover for other staff.
<b>Holiday</b>	We offer 35 days paid holiday including Bank Holidays. This is pro-rata for part-time or variable hours contract staff.
<b>Location</b>	Brunswick site in Bishopthorpe.
<b>Closing date</b>	Midnight on Sunday 19 <sup>th</sup> March 2017

### Overall purpose of the post

To be responsible for the day to day running of the shop every Saturday and Sunday. To deliver excellent customer service and maximise sales. To help maintain plant care and watering over the weekend. To be responsible for health and safety on site whilst at work.

### Important information

We are ideally seeking a new member of our Shop team to work both Saturday and Sundays. We will consider requests to job share if you can only work one of the days.

In the spring and summer, the shop is open at the weekends between 10am – 5pm. This role is contracted until 31<sup>st</sup> October 2017 but for information in case of extension, the opening hours change in the autumn and winter.

- Between the end of October to Christmas, the opening hours reduce by one hour to 10am-4pm.
- Between January to Easter, the Saturday opening hours reduce further to 10am – 1pm. The shop closes on Sundays during this period.

## **About us**

Brunswick Organic Nursery is a charity that offers productive supported work for adults with learning difficulties, known as 'workers'. Brunswick has grown and diversified since it opened in 1992 and now offers work activities in horticulture, gardening services, crafts, woodwork, cooking and office administration. We currently support seventy adults with learning difficulties to work at Brunswick each week. Our workers are aged from 18 up to their 70s and have a broad range of skills.

Our shop sells the produce that our groups make, from the plants that we grow to the crafts goods we make. The shop is an important part of Brunswick since it not only highlights the great work our workers do but it also provides income for our project. We also sell a range of organic and Fairtrade groceries and locally made crafts that we buy in.

We are based in Bishopthorpe near York. More information can be found on our website at [www.brunswickyork.org.uk](http://www.brunswickyork.org.uk) If you require any additional information before completing an application form then do feel free to contact us.

## **What we are looking for**

We're looking for a friendly, outgoing and hardworking new member of our team. We look for people who have a positive and helpful attitude and who are enthusiastic about assisting customers with their purchases. You will have excellent customer service skills and be able to show a good understanding of how to create a welcoming and a pleasant environment for our customers. As a plant nursery, many of customers will be buying plants for their garden. Good plant knowledge is essential – customers will ask you for basic information and advice about the range of shrubs, perennials, fruit trees and bedding that we sell. We need you to be flexible and able to multi-task. You need to be able to use your initiative and identify how best to use time if there are quiet spells between customers. Aside from the seasonal weekend café, the rest of Brunswick is not open at weekends and therefore you will also need to be make decisions in unforeseen circumstances and be a great representative of Brunswick.

## **Job Description**

### **Main duties and responsibilities**

#### **General shop duties**

- To deliver excellent customer service including sales advice about a wide range of plants and products.
- To open up and close the shop (and site if last on-site).
- To be the on-site First Aider at weekends (training provided).
- To price and top up stock inside the shop and outside in the plant sales area
- To undertake plant care including watering as needed. This is particularly important at the weekend when plant stock may be damaged or die due to inadequate or incorrect watering.
- To confidently handle sales transactions and cash eg. cash / card sales, cashing up.
- To use an electronic till and pdq machine (training can be provided).
- To have a good awareness of health and safety in the shop and on site.
- To supervise and support any volunteers in the shop to ensure they support workers and serve customers appropriately and/or fulfil other tasks to a high standard.
- Along with the Project Support and Volunteer Manager, to supervise and support volunteers who work in the shop identifying opportunities for their involvement and progression

#### **General responsibilities:**

- To be flexible within the broad remit of the post and complete any other duties as may reasonably be required.
- To follow organisational policies, procedures and protocols.
- To be a supportive member of the wider staff team and take responsibility for your own duties and role.
- To be proactive in keeping up to date with developments that affect your work
- To maintain and improve personal competence through participation in training and development activities. Some training is mandatory.
- To be a proactive problem-solver around issues that arise in the shop.
- To use opportunities to change views about impairment and disability. These could be your own views or those of others, including those of people with learning difficulties.
- To be a positive and professional representative of Brunswick in the wider community. This includes liaising effectively with a wide range of people including customers and suppliers on a regular basis.
- To be aware of safeguarding both for workers and for volunteers who may be vulnerable
- To contribute to report writing or respond to verbal requests for information
- To contribute to the planning and delivery of Brunswick events throughout the year to fundraise and raise awareness of Brunswick.
- To embrace and promote equal opportunities in the work we do

## Person Specification: Weekend Shop Assistant

E= Essential    HD= Highly desirable    D= Desirable

<b>Education and Training</b>	A retail or horticulture qualification	<b>D</b>
<b>Knowledge, skills &amp; experience</b>	Retail experience	<b>E</b>
	A reasonable level of plant knowledge	<b>E</b>
	Experience of retail duties such as restocking, pricing up and cash handling.	<b>E</b>
	Use of a till and pdq machine	<b>HD</b>
	Excellent customer service skills	<b>E</b>
	Ability to deal with difficult customers fairly and respectfully	<b>E</b>
	Good literacy and numeracy skills	<b>E</b>
	Excellent communication skills: written and verbal	<b>E</b>
	Punctual, honest and reliable	<b>E</b>
	Ability to work on own initiative and have confidence to take decisions within remit.	<b>E</b>
	Ability to think on your feet and cope with unforeseen circumstances	<b>E</b>
	Physically fit and able to lift, carry and reach for goods, including some heavy items such as bags of compost.	<b>E</b>
	Good plant knowledge (bedding, perennials, shrubs, fruit trees is all useful).	<b>E</b>
	Computer literate and able to access files, use email and Microsoft Word	<b>HD</b>
	A commitment to, and understanding of, Brunswick's work.	<b>E</b>
A positive and respectful attitude towards people with a learning difficulty	<b>E</b>	
<b>Special criteria</b>	Must be available on Saturdays and Sundays (or one of these days if you are requesting a job share).	<b>E</b>
	It is essential that you can work until 5.30pm to cover any delays in closing the shop.	<b>E</b>