



One Garden Brighton is a busy tourist destination located in Stanmer Park.

Groomers are responsible for providing a professional and commercial dog grooming service to customers at the One Garden Brighton parlour.

You will be responsible for:	Essential criteria for the role:
Dog Grooming: • Responsibility for all dog grooming operations at One Garden Brighton, managing the day-to-day operations of the parlour • Responsible for carrying out the styling of at least 6 full grooms a day to a high standard when working with a Grooming Assistant • At times, working solo on a weekend day • When working solo, responsible for carrying out the styling of at least 4 full grooms a day to a high standard • Competent in grooming and styling all breeds of dogs to breed standard and ensure all animals have all that is required to maintain good health in line with animal welfare legislation. • Carrying out hand-stripping on specific breeds • Working an online diary efficiently • Carrying out regular stock control, ordering, maintenance and cleaning tasks. • Ensuring consistent delivery of exceptional customer service with high presentation standards that consistently exceed our customer expectations. • Maintain a good standard of cleanliness, hygiene and biosecurity in the grooming parlour and reception area. Cleaning and maintain the equipment used for grooming. • Adhere to the parlour safety policy and risks assessments, ensuring that appropriate safety standards are maintained during all activities by both staff and students. • Carry out parlour reception duties as required including maintaining a client database including correctly completing grooming records for each groom and health check performed. • Consult with clients, to complete a desired style for their dog, having the ability to adapt the groom in accordance with the clients' request. • Working proactively alongside One Garden Brighton and Plumpton College colleagues, volunteers and students to promote the brand, organisational values and our educational purpose. • The promotion and responsibility for health & safety and animal welfare.	• Level 3 dog grooming qualification • At least 1 years' Experience of working as a stylist in a dog grooming parlour • Excellent time management, able to manage grooms and bookings. • Good literacy, numeracy and IT skills. • Good interpersonal skills, a confident communicator, able to work collaboratively as part of a high performing team. • Able to work flexibly, with regular weekend and bank holiday working, and ensuring tasks are completed to a high standard.

- Champion the efficient use of resources to minimise the carbon footprint of One Garden Brighton.
- Any other duties connected with the post, as are reasonably required from time to time.

Dimensions of the role:	What you will deliver:
Salary for role: Up to £16 per hour. Reports to: The Dog Grooming Co-ordinator and Curriculum Manager. Financial responsibility: Cash handling and financial controls working with EPOS systems, completion of Daily returns and accounting. Stock ordering and controls. Plumpton College: There will be occasional times when the post holder is required to work at Plumpton College (Plumpton Campus) and this will be directed by the line manager. Nature of impact: Responsible for maintaining consistent high standards of customer/visitor experience throughout 'One Garden Brighton' and resolving day to day issues which may occur.	It's About - exceptional service • You will deliver 'exceptional service, every time, for everyone' and champion a service culture within the team. You will maintain consistent standards of presentation of people, product and the F&B/Retail outlets at all times. Reviewing performance regularly against customer feedback and mystery visitor scores. It's About - financial performance • You will be responsible for achieving stretching targets in order to maximise income and profitability. Driving sales through exceptional service, you will monitor resources and act to achieve the targets. You will ensure your team follows procedures for reducing energy consumption and reducing waste. It's About – developing the business • You will help to identify opportunities to drive income and innovation, harnessing ideas from your team, customer feedback and input from your organisational colleagues or specialists. It's About – managing your team • You will create a great place for your team to work. You will assist in the recruitment and training of enthusiastic people. Encouraging the development of the team following the organisational performance and development process. It's About – working safely • Working alongside your Manager you will ensure that you and your team comply with all relevant legislation and organisational policies to minimise the risk to staff, the public and contractors. It's About – making the link to our organisational purpose • You will champion and support your team to engage with our visitors to ensure a deeper understanding of the connection between our F&B/retail operations and our purpose. You will drive the business to maximise profit so it can be reinvested into the upkeep of One garden Brighton and our purpose.

Conditions of employment:

Working Hours

Hours of work will vary but are generally based around the One Garden Brighton operating and opening times of 8.00am to 6.00pm, therefore some flexibility will be required to meet the needs of the business, so this will also include some evening working for functions and events and whole college promotional events. One Garden Brighton is open all year round seven days per week.

Annual Leave

The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 22 working days, plus 8 bank holidays (pro rata). Annual leave is bookable subject to business needs and should be planned and agreed with your Line Manager.

Continuous Professional Development (CPD)

This post will be entitled to CPD for skills updating, personal and professional development; planned, agreed and booked with your Line Manager.

Pension

The candidate appointed to the post will automatically become a member of the One Garden Brighton Pension Scheme and pay contributions as determined by annual salary levels.

Equality and Diversity

One Garden Brighton is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children. The post you have applied for falls into this category and, therefore, requires a criminal background check. If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences. The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

Brand Values (our people are)



Professional: Customer service excellence is our top priority. We are **inviting**, aiming to surprise, inspire and grow minds. Our team will always go the extra mile to represent their industry to the very highest standard.



Passionate: Our people come **alive** when talking about One Garden. We believe in the goodness of gardens and power of horticulture to shape the future, to improve our food, wellbeing and environment. You will find our team are knowledge experts in their specialist fields.



Supportive: Whether it's the local community, our people, or visitors, we aim to nurture and develop new talent, support new ideas and create new relationships. We have a **natural** and organic approach, seeking ways to 'be the best we can be' and instil this value throughout our work and with the people we interact with.



Ambitious & Progressive: Our team are movers, shakers and innovators, constantly **evolving** and **changing** to offer something new, develop ideas and spread our mission and vision across the South East. Our team are commercially savvy, supporting our ambition to be one of the top five tourist destinations in Brighton & Hove.



Enterprising: One Garden offers something different every day. Our team are bursting with **creative** energy, always looking for new ways to work with local partners, businesses and the community to find different ways to doing things.