



**One Garden Brighton is a subsidiary of Plumpton College and a thriving tourist destination, which opened to the public for the first time in 2021. The Retail / Catering Assistant role is integral to the delivery of the One Garden Brighton experience.**

You will be responsible for:	Essential criteria for the role:
<ul style="list-style-type: none"> <li>• Assisting with the day-to-day running of the retail operations of all commercial outlets at One Garden Brighton. This includes barista duties, customer service, stock replenishment, and managing and maintaining excellent presentation standards in the shop and bakery. You will also assist with other aspects of the commercial offer within the Walled Garden and surrounding grounds and support our busy events programme.</li> <li>• Utilising the EPOS and till system to serve customers</li> <li>• Opening and closing checklists at the start and end of shifts</li> <li>• Maintaining good standards of food hygiene and safety within the working environment logging and adhering to protocols and processes when required</li> <li>• Working with the Supervisor and Manager to ensure the One Garden Brighton offer and ethos is upheld.</li> <li>• Confidently liaising with visitors to One Garden Brighton to ensure they are enjoying an excellent customer service experience</li> <li>• Delivering expert knowledge of the products, events and experiences available at One Garden Brighton</li> <li>• Serving customers and upselling any products identified by the Manager/ Supervisor</li> <li>• Replenishing stock and ensuring products are presented to a high standard</li> <li>• Ensure the high presentation of food and retail products that will consistently exceed our customer/visitor expectations</li> <li>• You will work proactively alongside colleagues within the garden and the wider organisation to promote the organisational values</li> <li>• Maintain a productive working relationship with internal One Garden Brighton staff, wider organisational colleagues, external stakeholders of Stanmer Park and external suppliers</li> <li>• Resolving any day-to-day issues which may occur</li> <li>• Other duties connected to the role may be required from time to time</li> </ul>	<ul style="list-style-type: none"> <li>• Good literacy and numeracy, with good IT skills</li> <li>• Previous experience of working in a retail environment, preferably at a visitor attraction.</li> <li>• Excellent customer service skills</li> <li>• Good people skills - be a confident communicator.</li> <li>• Barista trained.</li> <li>• The ability to maintain good working relationships within the One Garden Brighton team.</li> <li>• Willing to work flexibly and ensure tasks are completed to a high standard.</li> <li>• Relevant food hygiene/ safety qualification (desirable)</li> <li>• Hold a first aid qualification. (desirable)</li> </ul>

Dimensions of the role:	What you will deliver:
<p><b>Salary for role:</b> £12.60 per hour (plus holiday pay £1.63)</p> <p><b>Reports to:</b> The Retail &amp; Hospitality Manager for One Garden and Plumpton College.</p> <p><b>Financial responsibility:</b> Cash handling and financial controls working with EPOS systems.</p> <p><b>Plumpton College:</b> 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.</p> <p><b>Nature of impact:</b> Responsible for maintaining consistent high standards of customer/visitor experience throughout 'One Garden Brighton' and resolving day to day issues which may occur.</p>	<p><b>It's About - exceptional service</b></p> <ul style="list-style-type: none"> <li>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 retail outlets at all times. Reviewing performance regularly against customer feedback and mystery visitor scores. You will arrive promptly for your shift and adhere to dress codes set out in your induction.</li> </ul> <p><b>It's About - financial performance</b></p> <ul style="list-style-type: none"> <li>You will be responsible for achieving stretching targets in order to maximise income and profitability. Driving sales through exceptional service, you will work with your line manager to monitor resources and act to achieve the targets.</li> </ul> <p><b>It's About – developing the business</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>It's About – working safely</b></p> <ul style="list-style-type: none"> <li>Working alongside your Manager you will ensure that your training complies with all relevant legislation and organisational policies to minimise the risk to staff, the public, and contractors.</li> </ul> <p><b>It's About – making the link to our organisational purpose</b></p> <ul style="list-style-type: none"> <li>You will engage with our visitors to ensure a deeper understanding of the connection between our retail operations and our purpose. You will support the business to maximise profit so it can be reinvested into the upkeep of One Garden Brighton and our purpose.</li> </ul>

## **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. 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, generally seven days per week but there is some flexibility around winter operational times.

### **Continuous Professional Development (CPD)**

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

### **Pension**

The candidate appointed to the post may 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.

ONE  
GARDEN  
BRIGHTON