



<u>Retail & Hospitality Assistant</u>	
Reports to	Retail and Catering Manager
Contract	Permanent
Hours	40 hours per week 5 days over each 7 days (rota'd weekends/bank holidays)
Salary	£27,976
Benefits	22 days annual leave

To support the effective daily operation of the retail, cafe, bakery and wider commercial services at One Garden Brighton. The Retail and Hospitality Assistant is responsible for delivering excellent customer service, carrying out barista duties, supporting food service and grab and go operations, replenishing and presenting stock to a high standard and maintaining a clean, safe and engaging visitor environment across all commercial outlets.

Responsibilities of the role

1. Retail and Customer Service

a. Serving customers in the retail shop, bakery and cafe.
b. Delivering excellent customer service and engaging with visitors to ensure they have a positive experience.
c. Sharing expert knowledge of our products, events and experiences.
d. Upselling products identified by the Manager/Supervisor
e. Using the EPOS and till system to serve customers accurately.
f. Resolving day to day issues as they arise.
g. Working with the supervisor and manager to ensure the One Garden Brighton ethos is upheld.
h. Occasional opening and closing checklists at the start and end of the shifts.

2. Retail Operations and Stock Presentation

a. Replenishing stock and maintaining excellent product presentation in the shop and bakery.
b. Ensure all displays are attractive, tidy and well stocked throughout the day.
c. Following stock rotation procedures to minimise waste and maintain freshness.
d. Supporting all aspects of the commercial offer within the Walled Garden and surrounding grounds.



3. Cafe, Bakery and Barista Duties

a. Preparing barista style drinks and maintaining high food hygiene standards.
b. Supporting grab and go food service in line with recipes, portion guides and allergen protocols.
a. Ensuring high presentation of all food and retail products that consistently exceed visitor expectations.

4. Food Hygiene, Safety and Cleanliness

a. Maintaining excellent standards of food hygiene and safety within the working environment.
b. Logging and adhering to protocols, checks and processes as required.
c. Keeping all work areas clean, tidy, hygienic and safe.
d. Reporting all hazards, maintenance issues or equipment faults promptly.

5. Operational Support

a. Assisting with deliveries, stock storage and rotation.
b. Working proactively alongside colleagues across One Garden Brighton and the wider organisation.
c. Maintaining productive relationships with colleagues, external stakeholders within Stanmer Park and external suppliers.
d. Supporting a busy events programme, including seasonal activities and functions.
e. Undertaking other related duties as required.

Essential Criteria

a. Experience working in a retail and/or hospitality environment, ideally within a visitor attraction.
b. Barista trained with confidence preparing speciality coffee.
c. Excellent customer service skills.
d. Good literacy and numeracy and IT skills.
e. Ability to communicate confidently and effectively.
f. Strong organisational skills and attention to detail.
g. Ability to work independently and as part of a team.
h. Thrives in fast paced environment
i. Willing to work flexibly and ensure tasks are completed to a high standard
j. Possess the ability to work under pressure and manage conflicting priorities
k. Flexible with regards to working hours, including weekends and bank holidays

Desirable Criteria

a. UK Driving License holder



b. Own vehicle or access to a vehicle
c. Holds a first aid qualification
d. Holds a relevant food hygiene/safety qualifications

Working Hours

40 hours per week, worked across 5 out of 7 days. One Garden Brighton is open between 08:00 and 18:00. There will also need to be some flexibility 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. Annual leave is bookable subject to business needs and should be planned and agreed with your Line Manager. Where working on Bank Holidays if required, TOIL will be applied to your holiday allowance.

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 will automatically become a member of the NEST Pension Scheme and pay contributions as determined by annual salary levels.

Equality and Diversity

Plumpton College 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.