

Job Description – Retail Support Aldingbourne Country Centre

- Project:** Aldingbourne Country Centre
- Work Location:** Aldingbourne Country Centre
- Directly responsible to:** Retail Manager, Aldingbourne Country Centre
- Overall responsible to:** The Managing Director, Aldingbourne Trust

General purpose:

This is a vital post within the Aldingbourne Country Centre team, the Retail Support is the 'face' of the Aldingbourne Trust to many visitors and external partners. The way you deal with people will have an impact on the success of the Aldingbourne Country Centre as a social enterprise.

You will be supporting the Retail Manager to ensure that the Aldingbourne Country Centre is attractive and welcoming for visitors. We will do this by continually improving the visitor offer in the gift shop.

You will be working with the people we support, providing support, guidance and training to enable them to flourish at the Country Centre.

You will be required to develop excellent working relationships with other Country Centre staff and volunteers, our people we support and visitors to the Country Centre. You will be supported by the Retail Manager and the Country Centre team. Due to the nature of this role, regular weekend working is required including public holidays. Rotas will be agreed on a monthly rolling basis.

Main duties:

Connecting

- To work with the Retail Manger to identify opportunities for further commercial development of the Country Centre.
- Enabling visitors to learn about the work of the Aldingbourne Trust.
- To communicate any relevant contacts, networking groups, enterprising opportunities or ideas you have to your Manager for consideration.
- To collaborate with the marketing department to coordinate and promote retail offers.
- Respond to requests for information/clarification from the people we support, colleagues & visitors.
- Assist the Retail Manager to set budgets for the Shop and work to ensure these are achieved.
- Ensure good communication takes place with visitors & staff
- Build & maintain positive working relationships with visitors
- Participate in staff meetings, training courses and seminars.
- Serve and assist customers in the shop/cafe ensuring an excellent standard of customer service is maintained.
- Maintain a programme of continuing professional development.

Adventurous

- To encourage and enable the people we support to identify work opportunities in the department.
- Provide opportunities for people with learning disabilities to gain skills developing their independence and leading towards employment
- Contribute to new ideas & projects to achieve successful implementation
- Step out of comfort zone, to explore & consider innovative approaches to meet the Trust's objectives
- Consider the use of technology in enhancing performance

Advocating

- Identify & manage any conflict, deal with any concerns/complaints in a professional and timely manner.
- To actively promote the Trust, engage with the community and positively raise awareness about everything we do.
- To actively share job opportunities, marketing messages and fundraising events within your day to day network
- To support people who have a learning disability to participate in events.
- Promote the Aldingbourne Trust and Aldingbourne Country Centre as an employer and visitor attraction of choice.

Friendly

- To ensure customers are greeted politely and with a warm welcome.
- Ensure external partners, the people we support, staff and volunteers are clear about expectations
- Ensure excellent standards of customer service are maintained.
- To collaborate with and support other departments at ACC (e.g. Horticulture and Earthworks) to ensure they are maximising their retail offer.
- Working proactively & supportively with the Aldingbourne Country Centre Manager and team.
- To fully engage with our visitors to ensure they have a safe, enjoyable and informative visit to the Aldingbourne Country Centre.

Encouraging

- Embrace person centred approaches and achieve positive outcomes.
- Identify the aptitudes of the people we support, grow their skills.
- Ensuring the people we support and staff are supported to develop excellent retail and customer service skills.
- Ensuring the needs of the people we support are met and all relevant available information is shared with.
- Ensuring people with learning disabilities understand their rights and responsibilities and are supported to undertake an active role in making decisions about their support.
- Coach people we support to provide excellent customer service, leading by example.

Respectful

- To ensure high standards of housekeeping are maintained in all retail areas (internal and external).
- To ensure the observance of Health & Safety Regulations and Safety procedures under the Health & Safety at Work Act.

Resourceful

- Work with the Retail Manager to plan and order stock to ensure a strong offering is maintained for our target market. Review profitability of lines on a regular basis, undertake promotional sales when appropriate.
- Encourage teamwork in the people we support.
- The Country Centre is open to the public 7 days per week, and the post requires a balance between managing the retail activities of the Shop and the needs of individuals who have a learning disability.
- Ensure high standards of merchandising and presentation are maintained in all retail areas.
- Ensure Trust accounting procedures are followed, including organizing payments to SOR suppliers and checking off invoices.
- Ensure Till and Credit card operations are managed effectively and accurately, account for daily takings. Ensure department incomes are accurately recorded.
- Ensure customers have all available information to enhance their visit.
- Respond to requests for information/clarification from colleagues & visitors.

Supportive

- To ensure appropriate Risk Assessments are completed and maintained.
- Complete accurate paperwork to ensure the Trust's administration and finance systems are maintained.
- Helping with new activities to provide flexibility when required.
- Embrace person centred approaches and ensure positive outcomes are achieved.
- Ensure the visitor facilities are clean and stocked.
- To participate in the security arrangements at the Centre.

Additional Duties and requirements:

- To perform any other duties that are commensurate with the post and may be specified from time to time by the organisation.
- This post is a regulated activity. As the post holder, you will be expected to undertake a DBS check, at enhanced level and against the Adult Barring List. Regulated activity (adults) as defined by the Safeguarding Vulnerable Adults Groups Act 2006 from 10th September 2012, for the purposes of this post are: providing personal care, assistance with general household matters, conveying people. We have assessed this post and are satisfied that it is reasonable and likely that the post holder will be required to engage in any or all of these regulated activities.

The Person Specification: ACC Retail Support

Essential:

- Self-motivated – you will need to lead by example, involve and invigorate the people we support in the retail activities. Use your time wisely and effectively.
- Be reliable, we need reliable staff, so do our clients and customers.
- Demonstrate excellent communication and listening skills.
- Demonstrate excellent planning and organisational skills in a busy retail environment.
- Develop excellent team working skills.
- The ability to formulate sound, innovative ideas with a creative flair.
- Have a positive and flexible approach to supporting people to achieve independence.
- Excellent and flexible customer care skills and the ability to build and maintain a strong customer base.
- Excellent written, numeracy and IT skills.
- Relevant retail sales and merchandising experience.
- Excellent people skills, respect and involve the people we support, value their contribution.
- Able and willing to work weekends and public holidays subject to agreed rotas.

Desirable:

- A retail qualification.

Last Updated:

August 2019

Terms and Conditions: ACC Retail Support

- 22.5 hours per week based on working 3 days in a 7 day week (dependent on rotas), including regular weekend and public holidays. Additional hours by agreement.
- Salary will be in the range of £8611.96 to £10440.01 (ATSS A9 to 108) depending on experience.
- Pension: The Aldingbourne Trust offers a contributory pension scheme.
- Life Assurance: x2 your annual salary.
- Annual leave: 33 days in each year including Bank Holidays. 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years (pro rata for part time staff)
- Sick leave: After the first month's service, 2 weeks at full pay in a rolling 12 month period (pro rata for part time staff)
- The Trust operates a Cycle to Work Scheme.
- Emergency family care/carer's leave: Up to 6 days per annum (pro rata for part time staff)
- Counselling Service.

