

JOB DESCRIPTION

The Store Assistant

MAIN PURPOSE AND SCOPE OF THE JOB

To serve and assist customers and drive The Store truck to the scheduled stopping points.

REPORTS TO:

The Store Manager and other members of the Management Team

LOCATION:

Doddington Park Farm, Bridgemere, Nantwich, CW5 7PU.

(shifts will start and finish at this location)

SALARY, BENEFITS & DETAILS:

Permanent position

Full and part time positions available

£10 - 12 per hour dependent on experience

Stakeholder pension, 28 days holiday (including bank holidays) staff discount on goods, ongoing training.

DUTIES AND KEY RESPONSIBILITIES

Customer Service

- To greet and welcome customers, encourage to enter the truck, assist them find and answer questions on the products they are looking for
- To collect cash and card payment for goods sold using a computerised/touchscreen till and card terminal and electronic scales
- Notifying customers of sales and special offers and taking orders for special order goods
- Handling customer refunds and feedback including record keeping

Driving

- To undertake compulsory vehicle checks required by law before driving
- To drive The Store truck safely along the planned route to its designated stopping points
- To Park safely and to negotiate and make decisions regarding alternative parking areas where parking is temporarily unavailable
- To navigate diversions where necessary to arrive in good time to the allotted stopping point.
- Complete all paperwork required regarding the driving of the truck
- To undertake all training required to remain qualified as a professional driver with a Category C licence

Stock Replenishment & General Duties

- To stop and set up The Store truck for trading at each stop

- To ensure all lines are at the correct stock level and restock where necessary
- Liaise with the warehouse where stock is running low, is out of stock or has been returned as faulty.
- To keep the interior of the van and in particular the food service areas clean, tidy and presentable for service, including displaying any promotional material
- Assist and liaise with individuals using the awning area for promotional purposes
- Ensure advertisement screens are on and displaying the correct messages
- Other duties in line with the role as required

GENERAL RESPONSIBILITIES

- To be on time and well presented for each shift
- To be friendly, courteous and respectful towards customers, colleagues and all external contacts
- To be mindful of and always follow the food hygiene regulations
- To ensure all customer feedback is passed on

CONTINUED - Person specification listed below.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> ● GCSEs 'C' grade or equivalent in English and Maths ● Full, clean UK Driving licence ● Willingness and ability to undertake training to hold a Certificate of Professional competence (CPC) and Category C driving licence ● Aged 18 or above 	<ul style="list-style-type: none"> ● Emergency first aid or first aid at work certificate ● Food hygiene Level 1 ● CPC and Cat C driving licence
SKILLS AND APTITUDES	<ul style="list-style-type: none"> ● Excellent customer service skills ● Friendly, engaging, helpful and polite manner ● Excellent communication and interpersonal skills ● Punctuality and reliability ● IT skills and ability to use a touchscreen till system ● Ability to work calmly and quickly under pressure ● Ability to pass medical examination required as part of CPC driving qualification ● Ability to pass theory and practical examinations for CPC certificate (training will be provided if required) ● Generally physically fit and able to carry out general retail duties including periods of standing ● Ability to work flexibly as part of a team ● Keen interest in reducing plastic waste and other environmental issues 	<ul style="list-style-type: none"> ● Awareness of health and safety and food handling procedures
EXPERIENCE		<ul style="list-style-type: none"> ● Working in a retail or customer service environment ● Driving a large vehicle
KNOWLEDGE	<ul style="list-style-type: none"> ● Willingness and ability to increase understanding and knowledge of plastic-free products 	<ul style="list-style-type: none"> ● Knowledge of routes around local area, including Nantwich and surrounding villages ● Knowledge of issues surrounding plastic usage and waste