
Castle FARM

KENT, 1892

JOB OPPORTUNITY

Job Title: Farm Retail Assistant

Reporting to: Operations Manager

Role type: Part Time.
Minimum 4 days per week
Minimum 1 weekend day

THE ROLE

Castle Farm is a family-run, working farm that has a popular farm shop with online sales, produces dried flowers, hops and grasses for supply to the trade, and promotes seasonal activities such as Lavender Walks, PYO Apples and access for filming and photography.

We are a tight-knit team who work together to ensure that we provide the best possible customer service to both retail and trade customers through extensive product knowledge, high quality offerings and a drive to go above and beyond whenever possible.

We are now looking to expand our team by recruiting a Farm Retail Assistant. This will be a varied role working across all aspects of our business including the shop, mail order, events, seasonal practical work and more. The ideal candidate will be a focussed, energetic, team player and looking for a role where they can get stuck in and where no day is ever the same.

The ideal candidate will preferably have experience of working in retail and be keen to learn new skills across both the administrative and practical aspects of this role. The requirements of this role will vary depending on the seasonal activities of the farming year and the retail calendar and so the person in this role will need to be adaptable and flexible and not shy away from stepping in when needed.

RESPONSIBILITIES

- Serving customers face-to-face in our on-site farm shop including answering queries from customers on products, taking payments, wrapping and packaging gift items
- Restocking shelves as required and moving stock between stores
- Carrying out regular stock takes of products both in the shop and in warehouse as necessary
- Assisting with managing the computerised POS system
- Cleaning and general tidying of the shop and packhouse area
- Setting up and maintaining retail displays including seasonal changes

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- Communicating with the operations team on a regular basis regarding stock, prices and availability of products
- Taking in deliveries, checking paperwork is correct and communicating with operations team on discrepancies
- Assisting in the opening and closing of the shop and seasonal market stalls
- Picking and packing orders for click and collect, drive thru' and online customer orders
- Ensuring that deliveries are prepared and ready for collection on time for the relevant courier service
- Covering for the mail order team when required
- Ensuring that packaging and shipping materials are available as required
- General administrative duties relating to the role which may including filing, placing orders and stock management
- Working on the set-up and manning of seasonal events e.g. PYO, lavender walks when required, including leading group tours
- Assisting other team members with stock replenishment at on-site market stalls or pop-up events, including serving hot drinks from our Coffee Cart and selling alcohol
- Helping to train and supervise seasonal team members
- Assisting with harvesting, bunching, hanging, packing and despatching of hops, grasses and flowers, including quality control
- Assisting with seasonal field work such as planting, weeding, watering and pruning of crops such as pumpkins and lavender.
- Driving small tractors and trailers

PERSONAL REQUIREMENTS

Essential

- Adaptable, flexible and practical hands-on
- Proactive attitude to working independently as well as part of a team
- Previous experience in working in a varied role, ideally with some practical aspect such as horticulture
- IT savvy i.e. working with off-the-shelf products such as Shopify or other app based systems
- Good attention to detail for both presentation purposes and administration
- Excellent customer service both face-to-face and over the phone
- Ability to learn about new products and confidently discuss with customers individually or in groups
- Clean driving licence
- Ability to work speedily and accurately

Desirable

- Previous retail and/or horticultural experience
- Experience of online ordering systems
- Practical experience of retail distribution and stock management

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WANT TO APPLY?

Please email hello@castlefarmkent.co.uk with a completed Castle Farm Application Form (downloadable via the 'Diaries' section on our website) and your CV. Please ensure that the subject of the email contains 'Farm Retail Assistant'.