



THE OLD RAILWAY LINE

GARDEN CENTRE | RESTAURANT | FARM SHOP

Job Description: Retail Assistant

Reports to: Garden Centre Senior Management Team & Head of Departments

Location: Old Railway Line Garden Centre

Job Purpose:

As a Retail Assistant at the Old Railway Line Garden Centre, you will play a crucial role in providing exceptional customer service and contributing to the smooth operation of our retail environment. Your friendly demeanour, attention to detail, and dedication to maintaining a welcoming atmosphere will ensure an enjoyable shopping experience for our customers.

Key Duties:

Customer Service

- Serve customers confidently and in a friendly manner, engaging in conversational interactions.
- Respond directly to customer inquiries, delivering our award-winning level of customer service.

Till Operation

- Operate the till with confidence and accuracy, processing customer transactions efficiently.
- Follow internal processes to ensure accuracy including scanning every item individually and methodically working through items being purchased.

Display Management

- Ensure displays are attractive and well stocked, maintaining a visually appealing shopping environment.

Cleanliness and Safety

- Maintain high standards of cleanliness throughout the store, ensuring a safe working environment.
- Follow health and safety guidelines to contribute to the overall safety of staff and customers.

Stock Maintenance

- Assist with general stock maintenance, including receiving new deliveries and arranging products on the shelves.

Flexibility and Adaptability

- Carry out tasks as required by the company, showing flexibility and adaptability in your role.



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Requirements:

- Applicants should be pleasant and self-motivated.
- Availability to work weekends and bank holidays on a rota basis.
- Strong customer service skills and the ability to interact effectively with the public.
- Effective communication skills with colleagues, management, and customers, both in person and over the phone.
- Well-presented appearance, reflecting the professional image of the garden centre.
- Reliability and punctuality are essential traits for this role.
- Willingness to perform manual tasks and engage in lifting when required.

Working Conditions:

- This is a full-time role with weekend and bank holiday shifts.
- The role may involve lifting and manual work.
- Weekend work required on a rota basis.

Rewards and Benefits:

- Competitive hourly wage.
- Holiday entitlement.
- Staff discounts.
- Part uniform provided.
- Ongoing training as required.
- Workplace pension.
- Opportunity to contribute to a dynamic and customer-focused team.
- A supportive working environment that values your contribution.
- Additional long service benefits.

Working Hours:

8:45 am - 5:30 pm (or until duties are completed), 4/5 days per week, including occasional evening events.

Note: This job description outlines primary duties and responsibilities. You will also be expected to adapt and perform other tasks as necessary to meet the company's requirements and standards. Your role as a Retail Assistant will significantly contribute to the positive atmosphere and success of the Old Railway Line Garden Centre's retail operations, including online order fulfilment.



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Working at the Old Railway Line Garden Centre

About Us:

The Old Railway Line Garden Centre is a family-run, independent haven that blends a Garden Centre, Farm Shop, and Restaurant. Our offerings encompass the finest gardening, home, and outdoor living products alongside delectable locally produced food and beverages. Nestled at the base of the Black Mountains, with picturesque views of the Brecon Beacons and the Radnorshire Hills, we're located in the heart of the scenic Wye Valley.

Our Mission & Values:

A family run destination for all. We are passionate about plants, people and the planet. Growing ideas through an inspiring, personal and enjoyable retail experience.

Family

- The Old Railway Line family is a passionate team, all working towards the same mission and values.
- A family run, independent business creating a retail space to promote well-being.
- Supporting our team to succeed & achieve their goals.
- We see our customers as our extended family, who play an integral part in our growth & success.

Community

- To be an integral part of our local community.
- Supporting local groups & schools with projects.
- Raising money for local & national charities.
- We promote mutual support with other local businesses.

Sustainability

- We are passionate and proactive in reducing our impact on the environment.
- We love to promote the benefits of gardening on the planet.
- We consider environmental factors when choosing suppliers, products and planning future projects.

Passionate

- We are passionate about plants, gardening & excellent customer service.
- We enjoy creating a 'wow' experience that inspires our customers.
- We love horticulture & collaborate with other Garden Centres and industry groups to enhance our customer experience.

Knowledgeable

- We love to share information about plants, gardening and all products we stock.
- We invest in training our team to be experts.
- We encourage team members to pass on knowledge and experience to others.



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- We are known for our helpful, experienced team who are always happy to offer help and advice.

If you're seeking a fulfilling career in an environment that mirrors our mission and values, the Old Railway Line Garden Centre invites you to join our family. Experience the rewarding journey of contributing to our vision while being surrounded by a team that's equally passionate about plants, people, and the planet.