

Job Title: Garden Centre Assistant and Support Mentor

Reports To: Garden Centre Manager

Job Purpose

To assist in the successful day to day running of the Garden Centre and Plant Nursery. To provide Support and Mentoring to staff and volunteers employed at the Garden centre who may have additional learning and/or support needs to be able to successfully carry out their roles.

Key Responsibilities

1. To work with the Garden Centre manager to identify those staff and/or Volunteers who may also have additional learning and support needs that will assist them to carry out their day-to-day duties.
2. To provide mentoring and support to staff and/or Volunteers, as agreed with that person, on a day-to-day basis.
3. To assist the person to improve his/her knowledge, skills and abilities through on the job learning activities and experiences.
4. To inform the Garden Centre Manager of any changes or where any identified areas for further support may arise for that person.
5. To assist in the successful day to day running of the Garden Centre by ensuring all growing and retail areas are always maintained to a high standard.
6. To ensure that there is adequate stock for customers, and this is always

maintained.

7. To plant seeds and re-pot plants under the direction of the Team leader or Garden Centre Manager.
8. To undertake general plant care e.g. watering, feeding, dead heading and pruning of plants.
9. To provide excellent customer service always.
10. To ensure that health and safety requirements are always adhered to, with regards to staff, volunteers and customers.
11. To attend meetings and training as required.

Person specification

Factor	Essential	Desirable
Skills, Competency & Values	<p>Communication – verbal and written - Basic numeracy, literacy and admin skills. Good listening skills, communicates effectively (Inc. written)</p> <p>Values – Demonstrates company values. Self-motivated and enthusiastic to learn new skills. Demonstrates an inclusive approach at work and supportive to colleagues.</p> <p>Committed - Committed and motivated towards working with adults with a disability, desire to continuously learn.</p> <p>Practical Approach - Logical with a practical common-sense approach to situations. Able to support others to carry out domestic tasks.</p> <p>Team - Team player, positively contributes towards the team. Skills</p>	

	<p>and interests match the person being supported.</p> <p>Planning - Manages own workload and priorities. Thinks outside of the box to find solutions/options</p>	
Education and Qualifications	UK Driving Licence and business insurance (if specified for the role)	
Knowledge	<p>Horticultural knowledge.</p> <p>Understanding of Person Centred Support, choice and empowerment.</p> <p>Basic understanding of Health and Safety.</p> <p>Training/knowledge in relevant areas.</p>	
Experience	<p>Previous Horticultural experience.</p> <p>Previous experience as a Support Worker or similar sector experience</p>	
Other Specific Requirements	<p>Available to work variable shifts as per rota, Inc. weekends, bank holidays.</p> <p>Committed to equal opportunities and diversity.</p> <p>Appointment is subject to an enhanced Disclosure and Barring Service check (DBS) Check and eligibility to work in the UK.</p>	