Job Title: Garden Centre Assistant and Support Mentor

Reports To: Garden Centre Manager

Job Purpose

To work as part of a team supporting the successful day-to-day running of the Englefield Garden Centre, meeting the needs of our customers and supporting the profitability and success of the Garden Centre. To provide support and mentoring to colleagues and volunteers who work at the Garden Centre, who have additional learning and /or support needs to be able to successfully carry out their roles.

Key Responsibilities

1. To always provide excellent customer service, supporting customers to find products that meet their requirements. Alert the Garden Centre Manager or Senior Garden Centre Assistant where products are not available or not stocked.

2. To have a flexible approach to day-to-day work tasks, ensure growing and retail areas are always maintained to a high standard. This includes adapting to seasonal demands and planning for events, as directed by the Garden Centre Manager or Senior Garden Centre Assistant.

3. To ensure there is adequate stock for customers and that the stock is maintained and always well presented. This includes the creation of displays that are seasonal and capture customers' attention.

4. To provide plant care from seed to sale, including the potting and repotting, along with general plant care, under the direction of the Garden Centre Manager and Senior Garden Centre Assistant. Tasks include potting up and watering, feeding and

deadheading, pruning and making up creative containers and hanging baskets when required.

5. To adhere to all directed health and safety requirements and report any maintenance concerns to the Garden Centre Manager or Senior Garden Centre Assistant. To adhere to all relevant Affinity Trust policies and procedures.

6. To complete all compliance tasks allocated by the Garden Centre Manager or Senior Garden Centre Assistant and attend meetings and training as required.

7. To be responsible for opening and closing both the site and the till system, ensuring that monies are secure both during the day and overnight if required.

8. To ensure that deliveries are received in a timely manner, pre-planning where possible, and ensuring all relevant paperwork is completed appropriately and that delivery paperwork matches the items delivered.

9. To provide on the job support and guidance to colleagues, volunteers and those who attend workshops.

10. To work with the Garden Centre manager to identify colleagues and/or volunteers who may also have additional learning and support needs that will assist them to carry out their duties.

11. To provide mentoring and support to colleagues and/or volunteers, as agreed with that person, on a day-to-day basis, assisting them with to improve their knowledge, skills and abilities through job learning activities and experiences.

12. To inform the Garden Centre Manager of any changes to mentoring needs or where additional identified areas arise for an individual.

Person specification

Factor	Essential	Desirable
Skills, Competency & Values	**Communication – verbal and written** - Basic numeracy, literacy and admin skills. Good listening skills, communicates effectively (Inc. written) **Values –** Demonstrates company values. Self-motivated and enthusiastic to learn new skills.	

	Demonstrates an inclusive approach at work and supportive to colleagues. **Committed** - Committed and motivated towards working with adults with a disability, desire to continuously learn. **Practical Approach** - Logical with a practical common-sense approach to situations. Able to support others to carry out domestic tasks. **Team** - Team player, positively contributes towards the team. Skills and interests match the person being supported. **Planning** - Manages own workload and priorities. Thinks outside of the box to find solutions/options	
Education and Qualifications	UK Driving Licence and business insurance (if specified for the role)	
Knowledge	Horticultural knowledge. Understanding of Person Centred Support, choice and empowerment. Basic understanding of Health and Safety. Training/knowledge in relevant areas.	
Experience	Previous Horticultural experience. Previous experience as a Support Worker or similar sector experience	
Other Specific Requirements	Available to work variable shifts as per rota, Inc. weekends, bank holidays. Committed to equal opportunities and diversity.	

	Appointment is subject to an enhanced Disclosure and Barring Service check (DBS) Check and eligibility to work in the UK.	