



JOB DESCRIPTION: Retail Worker

KEY FUNCTION:

A Harvest Bristol Retail Worker should have the energy and enthusiasm to contribute to the growth and vitality of the shop. Although Harvest is run as a co-operative, this position is *NOT* a co-op membership role. Retail experience and knowledge of whole foods is preferable, but training will be given. As the shop uses an EPOS computer system the successful applicant should have some experience of using computers.

The role involves serving customers, filling shelves, opening and closing the deli counter, preparing hot & cold food, ordering, and dealing with customer enquiries. The shop can be very busy and the successful applicant will be able to work hard and cope well under pressure. We try to combine a professional and efficient approach with a friendly personal service.

The shop is open between 8.30am and 6.30pm. The average working day is 8 hours, worked between 8.00am and 7.30pm, from Monday to Saturday. Some tasks - for example deli opening and closing – take place outside of normal working hours. A flexible attitude to work and willingness to work early and late is therefore required.

MAIN TASKS:

- 1) To arrive for your shift on time.
- 2) To fill shelves with goods, in their given position only, ensuring that the stock is rotated and not out of date.
- 3) To display goods in an accessible and visually attractive manner
- 4) To serve customers at the till. This will include handling cash and credit and debit cards. It does not include paying suppliers or issuing customer refunds unless specifically authorised to do so by a full-time member of staff. All other cash handling responsibilities will be the sole responsibility of full-time members.
- 5) To understand and adhere to working procedures, and process customer orders.
- 6) To take deliveries of stock and check the receipt of goods, ensuring that any shortages or discrepancies are brought to the attention of a full-time member. This work will include some physical lifting duties.
- 7) To be fully aware of Health and Safety procedures, and ensure that standards are maintained in the shop.



- 8) To be of clean and tidy personal appearance, & whilst working in the deli, wear the provided aprons & hats and keep hair tied back.
- 9) To be polite, friendly and helpful to all customers in all circumstances.
- 10) To help at twice-yearly stock takes, outside of normal working hours.
- 11) To arrange any holidays and days off in advance with the rest of the shop workers
- 12) To undertake other duties as deemed reasonable by the co-op.

GENERAL CO-OPERATIVE REQUIREMENTS & ABILITIES:

- 1) Ability to work as part of a team.
- 2) Ability to show initiative, and to work independently without supervision.
- 3) Ability to take on responsibility, and complete tasks set through to the end.
- 4) Ability to share and exchange information with others.



PERSON SPECIFICATION: Retail Worker

CRITERIA	ESSENTIAL	DESIRABLE	To be demonstrated at:	
			Application	Interview
EXPERIENCE				
Retail Experience	*		*	*
EPOS system	*		*	*
Working with food		*	*	
Co-operative working		*		*
SKILLS				
Good oral communication	*			*
Good time-keeping	*			*
Working in a team	*			*
Excellent customer service	*			*
Ability to follow procedures	*			*
Good presentation skills, displaying merchandise		*	*	*
KNOWLEDGE				
Specialist diets, to include vegetarian, vegan, gluten free etc	*		*	*
Whole foods/health foods market & products		*	*	*
QUALITIES				
Hardworking	*		*	*
Positive outlook	*		*	*
Pro-active	*		*	*
Self-motivated	*		*	*
Can use initiative	*		*	*
Tidiness/cleanliness	*			*
OTHER REQUIREMENTS				
Food hygiene certificate		*	*	
Ability to perform manual handling		*	*	

* Yellow highlight indicates criteria that may be tested at trial shift.