

Plant Area Assistant (Outdoor), Full-time

Fixed term contract for up to 12 months with the possibility of a Permanent position

We are looking for someone who can combine an impressive knowledge of plants and gardening with excellent customer service skills. You will mostly be working outside – moving and displaying plants, plant care & maintenance and of course delivering great customer service.

We have one of the best Outdoor plant departments in the country, and set high standards for the quality of plants which we grow and sell. We create displays which help our customers to purchase, and thus increase sales.

Key duties

- You will undertake daily watering, maintenance and stocking up of the indoor and bedding plant areas
- You will confidently answer customer queries, and be knowledgeable about looking after plants
- Basic plant merchandising and assist in creating commercial displays, which inform and inspire customers and encourage linked sales
- When needed you will assist in other areas of the business, especially other plant area departments

Your capabilities

- You'll have a passion for plants. You must be able to thrive in a fast paced environment, be commercially aware and understand how to care for plants in a retail environment
- You understand what makes a high quality shopping experience for your customers
- You are creative, and know effective planting combinations
- Ability to bend and lift plants, and to pull/push trolleys and barrows

Requirements

- Good customer service & communication skills – essential
- Good plant knowledge - preferred
- Horticultural experience - preferred
- You'll need to work five days a week, including one day at the weekend
- You'll need to work some bank holidays, but will be given a day's holiday in lieu and paid time and a half
- As part of this role when assisting in bedding plant department you will be required to wear gloves (Personal Protective Equipment, or PPE) when handling certain crops which may be for large parts of the day

Working with

- Report into the Outdoor Plant Area Manager
- Work closely with Assistants in the Plant Area (Outdoor, Bedding & Indoor), Nursery and Retail areas
- Occasionally work with other Managers and office staff

Rewards and Benefits

In addition to the hourly wage, you will receive the following benefits:

- **Discount** – Discount – From the start of your employment you will receive 10% discount on specific items. Following a successful probation period the discount increases up to 20% discount on specific items and after one years service up to 40% discount on specific items. (some exceptions apply)
- **Paid holiday** – holiday entitlement is 22 days per year, plus bank holidays. Restrictions apply (part-time pro rata)
- **Annual Christmas bonus**
- **Part-uniform provided**
- **Employee Assistant Programme** - a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.
- **Training & development**, as required. We have an e-learning scheme called GROW, and also take part in other training with product suppliers and external trainers
- **Company sick pay** – following a successful probation period employees are entitled to 10 days paid sickness (part-time pro rata)
- **Access to our Retail Discount Scheme** – savings on retailers including Tesco, Pizza Express, M&S, Waitrose, Argos, Apple, Currys PC World, Thomas Cook and 100's more
- **Workplace pension**
- **Free parking**