

Plant Area Expert

Full-time (working four week days and one alternate weekend day)

Our experienced plant area team ensure that our high-quality plants are always looking their best. We create inspiring displays which help our customers to purchase, and therefore increase sales.

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. We are looking for motivated individuals who can follow instructions and communicate with customers. You will support our mission to offer a memorable garden centre experience; delivering wow customer service and giving employees, customers, suppliers and the community a reason to smile.

Key duties

- You will undertake daily watering and stocking up of the outdoor and indoor plant areas.
- You will create dynamic displays, which encourage customer sales.
- You will confidently answer customer queries, and be knowledgeable about planting combinations and looking after plants.
- Assist with the building of displays and picking customer orders.
- Maintaining the cleanliness of the garden centre and stock areas.
- When needed you will assist in other areas of the business and nursery production.
- Receiving of deliveries and stock transfers.
- Maintain healthy plant stock.

Your capabilities

- Good plant/horticulture knowledge essential- whether that's in the form of a relevant qualification, experience of working in a garden centre, plant retail or similar environment.
- Good verbal communication skills, and customer service skills, confident in dealing with members of the public.
- Ability to give instruction to Plant Area Assistants on plant care, maintenance and watering.
- Able to follow instructions from your supervisors, and work on your own initiative.

Requirements

- You'll need to work alternating weekends and bank holidays.
- 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

- Reporting to the Plant Area Manager / Department Manager
- Working closely with the rest of the team and other departments

Rewards and Benefits

Salary to be confirmed dependent on skills and level of experience. In addition, you will receive the

following benefits:

o Discount – From the start of your employment you will receive a 10% discount on specific items. Following a successful probation period, the discount increases up to 20% discount on specific items and after one year's service up to 40% discount on specific items. (some exceptions apply)

o Paid holiday – holiday entitlement is 22 days per year, plus bank holidays. Restrictions apply (part-time pro rata)

o Annual Christmas bonus

o Part-uniform provided

o Employee Assistant Programme - a confidential personal and professional support service available to all employees and their immediate families 24/7, 365 days a year.

o 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

o Company sick pay – following a successful probation period employees are entitled to 10 days paid sickness (part-time pro rata)

o 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

o Workplace pension

o Free parking