

Customer Service Assistant- Occombe Farm Shop

Salary: National Minimum Wage

Hours: Various shift and contracts available over a 7 day week.

Status: Part-time and full-time available.

Location: Occombe Farm, Paignton, TQ3 1RN

Torbay Coast & Countryside Trust (TCCT), is an independent charity dedicated to looking after the most important wildlife and heritage sites across the English Riviera in Torbay, South Devon. The Trust manages 1750 acres of country parks, nature reserves, woodland, farmland and coastline in Torbay, including Berry Head National Nature Reserve, Cockington Country Park and Occombe Farm, as well as much of the English Riviera Geopark.

As one of the Trust's main sites, Occombe Farm is a 150 acre organic farm in Paignton which is currently being regenerated to include a refurbished Café, new Farm Shop and family attraction. Within the Farm Shop, we are looking to appoint Customer Service Assistants.

As a Customer Service Assistant, you will be responsible for:

- Providing an exceptional service by prioritising our customers at all times, offering a friendly and enjoyable shopping experience.
- Holding a high level of product knowledge to support our customers in making informed purchases.
- Sharing your personal passion of food to create an inspiring atmosphere within the shop.
- Processing payments using EPOS till, handling cash and card payments.
- Completing stock replenishment efficiently whilst being aware of surroundings and customers.
- Supporting the shop to reduce wastage levels through stock rotation, date checking and awareness of stock levels.
- Ensuring the shop maintains a high level of cleanliness at all times, holding an awareness of safety hazards as your work.

What we offer:

- 25 days holiday pro rata (excluding bank holidays) increasing with length of service (to a maximum of 30 days excl. bank holidays)
- Company pension scheme
- Free parking at Trust car parks
- Staff discount in Trust operated café and shops

Company Reg No: 03855040 Vat Reg No: 945 6807 85

Registered Office: Occombe Farm, Preston Down Road, Paignton, Devon, TQ3 1RN
t: 01803 520 022 e: info@countryside-trust.org.uk www.countryside-trust.org.uk

- A working culture which allows you to use to utilise your strengths, with the opportunity to learn and develop at your own pace.
- A full and comprehensive training programme with an emphasis on product knowledge.

What are we looking for?

- A real passion for food
- An appreciation of truly exceptional customer service
- Flexibility with a willingness to adapt to support the needs of the business.
- An interest in learning about our products
- A keenness to work as part of a team to achieve one common goal.

To apply for this position: Please send your cover letter telling us why you'd be great for the role to lily.shaw@countryside-trust.org.uk . If you have a CV, we'd love to see this too. For an informal chat, please contact Lily Shaw on 07833 378754.

For more information about Occombe Farm and Torbay Coast and Countryside Trust, please visit <http://www.countryside-trust.org.uk/>

Closing date: Friday 19th July 2021