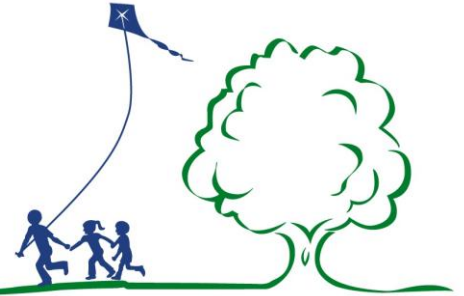


Warley Woods Community Trust



The Pavilion, 101 Lightwoods Hill, Smethwick, West Midlands, B67 5ED

Tel: 0121 420 1061 **Email:** admin@warleywoods.org.uk **Web:** www.warleywoods.org.uk

February 2018

Hello

Thank you for requesting information about our current vacancy for a Shop assistant

If you wish to apply, please complete the attached application form. Please do not send a CV either in place, or to accompany the form as it will not be read. The closing date for applications is Monday 19th February.

Please return the form either by email to sharon@warleywoods.org.uk or to the address above, either are acceptable. We will inform all applicants as to the success, or otherwise, of their application.

These documents are available on line www.warleywoods.org.uk. Go to the "get involved" section to find the page "working for us"

Thank you for your interest in Warley Woods Community Trust

Yours faithfully

Sharon Simpson
Retail & Golf Development manager
0121 429 2440

Job Title: Shop Assistant

Pay scale: £7.50 per hour (1/04/17)

Hours: To be agreed with individual

Status: Casual/seasonal/permanent depending on contract

Responsible to: Retail and Golf Development Manager

Job Summary

Working under the supervision of the Retail and Golf Development Manager the Shop Assistant will ensure an efficiently run golf booking service and gift shop. To this end the Shop Assistant will take bookings and green fees for the golf course, and take payments for goods purchased in the shop. The Shop Assistant will also assist site visitors and telephone callers with information about the golf course and Warley Woods in general. The post holder will be required to become proficient in till and booking systems and to be able to collect accurate customer data for the use of the Trust (training will be provided).

Main duties and responsibilities

1. Open and close the shop and the Pavilion being able to alarm/disable all zones of the building.
2. Deal with bookings of tee times and hire of equipment.
3. Deal with enquiries relating to the Golf Professional. Promote their services and current group sessions available'
4. Deal with face to face and telephone bookings for courses, events and activities
5. Ensure the security of the till, safe and stock.
6. Ensure good housekeeping of shelves and display areas
7. Liaise with greenkeepers as to the condition and status of the course to provide information to customers.

8. Provide support to Warley Woods Golf Club
9. Promote the take up of golf marketing and Trust fundraising initiatives
10. Monitor and respond to shop emails
11. Undertake end of day routines: cashing up and credit card reconciling
12. Respond to queries from members of the public on issues relating to the park as a whole.
13. Deal with Trust membership enquiries and renewals
14. Take bookings for the Padgham Room
15. Note concerns and compliments from visitors in the log book
16. Feed back to the Trust Manager about issues raised by visitors and golfers or recurring queries.
17. Pass on any information about site maintenance issues to the Administrator
18. Water hanging baskets and plants for sale
19. Ensure the availability of the buggies for bookings, keeping fully charged, cleaned and highlight any maintenance issues
20. Act as Fire Marshall
21. Ensure the tidiness of all public areas inside and outside The Pavilion, in addition to the retail area.
22. Liaise with contractors on site when Trust Office is unstaffed.
23. Make the accident book available when required
24. Call the emergency services when required
25. Undertake administration support activities where requested by the Trust Manager or delegated person
26. The Trust is a small employer so it is necessary that the post holder occasionally undertakes work which is outside of their specific job description but is commensurate with their grade, as directed by the Trust Manager or Golf and Retail Development Manager
27. The shop is open 364 days and the post holder will be expected to provide paid cover in the shop, as requested by the Trust Manager or Golf and Retail Development Manager.

Person Specification

Factor	Criteria Essential (E) Desirable (D)
Training, Experience and qualifications	<p>Experience of retail sales and promotion (E)</p> <p>Experience of dealing with cash transactions (E)</p> <p>Working within the not for profit sector (D)</p>
Knowledge and Skills	<p>Literacy and numeracy skills to NVQ level 2 or equivalent (E)</p> <p>Information technology skills to NQV level 2 (user) or Clait Plus (E)</p> <p>Ability to work weekends, evenings, Bank Holidays and to work alone (E)</p> <p>Awareness of health and safety issues (D)</p> <p>Experience of using customer relationship management or other On Demand software (D)</p> <p>Knowledge of golf, including rules and conventions (D)</p>
Interpersonal skills	<p>Able to communicate face to face, over the telephone and through email with a diverse range of customers, visitors and colleagues (E)</p> <p>Neat and tidy appearance (E)</p> <p>Reliable and punctual (E)</p> <p>Flexible and adaptable approach to range of duties and tasks (E)</p> <p>Able to work as part of a team (E)</p> <p>Able to develop knowledge and understanding of whole site issues and Trust operation (E)</p>