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**Kehelland Trust Role Profile**

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| **Our mission statement: The provision of a rural horticultural setting for the support of young people and adults with learning and/ or physical disabilities. Developing personal and social skills, individual opportunities and active participation in the local community.** | |
| **Position** | **Senior Sales Support Worker** |
| **Version** | **1** |
| **Date** | **September 2025** |
| **Purpose of Role:** | **The Senior Sales Support Worker has responsibility for the shop, sales team & sales areas both on-site and digitally. To allocate tasks to the team in line with the needs of the service users. They will help to ensure Health, Safety & compliance procedures & responsibilities are met. They will help to ensure all stock (both on site & off site) is recorded, planned, sourced, priced, labelled & displayed effectively, is sustainable, visually appealing and profitable. To represent Kehelland Trust in a customer facing role across both our retail sites and at external events.** |
| **Reporting** | |
| **Reports directly to:** | The Sales and Marketing Coordinator |
| **Direct accountability for the following roles:** | 1. The Sales Support Workers & Trainees |
| **Accountabilities** | |
|  | 1. Specific accountability for the Sales Support Workers. 2. Accountability for organising & prioritising suitable activities for trainees and learners. 3. Assist with regular audits of Health &Safety, compliance checks & Risk Assessments. 4. Assist with quality systems and carry out business related quality audits. 5. Ensure that all complaints, accidents and incidents are dealt with according to Trust Policy and Procedures. 6. Ensure your own practice and that of the staff team complies with safeguarding best practice and that any safeguarding issues are dealt with according to Trust Policy and Procedures. 7. Help to manage resources according to the Sales Budget. Undertake regular stock checks including annual full stock take & assist in preparation of financial reports. 8. Ensure that all stock (both on site & off site) is recorded, planned, sourced, priced, labelled & displayed effectively, and is visually appealing. 9. Ensure quality stock is effectively prepared & transferred to partners (wholesalers & customers) and paperwork completed and forwarded to finance. |
| **Key Competencies** | |
| **Leadership and Management:** | 1. Ensure effective communication with staff, customers, and external partners. 2. Assist with the planning and implementation of changes to the core service offering. 3. Manage your own resources and professional development, taking part in annual appraisal and continuing professional development. 4. Encourage innovation within your team and for your area of responsibility. 5. Ensure that all records are maintained accurately and in line with the Trust Record Keeping Policy and Procedures. 6. Ensure that staff appraisals for your team are undertaken in line with the Trust Appraisal and Supervision Policy and that any training requirements are identified and fed into the Training Plan. |
| **Business Management and Development:** | 1. Help to implement the requirements of your area of responsibility as outlined within the Business Plan. 2. Deliver the service in line with the defined budgets. 3. Ensure that the service is customer focused and continually reviewed so that any improvements are quickly identified and implemented. |
| **Internal and External Communication:** | 1. Establish, develop and maintain effective working relationships with all staff, service users, customers and external partners. 2. Represent the Trust positively and promote the ethos of the Trust. 3. Continually promote Equal Opportunities in line with the Trust Equality and Diversity Policy. 4. Fully comply with the Trust Code of Conduct Policy. Ensure compliance by all staff. 5. Develop, implement and maintain effective reporting procedures. |

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**Kehelland Trust Person Specification**

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| **Position** | **Senior Sales Support Worker** | |
| **Version** | **1** | |
| **Date** | **September 2025** | |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Education and Qualifications** | 1. Requirement to have knowledge of or be prepared to undertake training for the following:  * Care Certificate * Safeguarding training * 3 Day First Aid * Fire Safety * Manual Handling * Health and Safety * Equality and Diversity * Infection prevention and control * Safe handling of information * Prevent * MCA / DOLS * Food Hygiene.   2. Fully computer literate, including experience with Microsoft Excel and Office.  . | 1. Horticulture Qualification 2. Care Qualification (e.g. NVQ2) 3. Experience using Canva & labelling software, Publisher/ Page design. |
| **Previous Experience** | 1. Demonstrate till & sales experience including profit calculation, merchandising, stock control & display. 2. Experience of staff support, team leading or line management. 3. Experience of evidencing & recording transfer of goods. | 1. Experience working with people with learning disabilities/ physical disabilities, elderly and/ or people with anxiety and depression. 2. Previous experience and/or knowledge of working with a charity. 3. Experience within garden centre and / or food retail/ wholesale. |
| **Knowledge** | 1. Commitment and understanding of Equality and Diversity & safeguarding. 2. Knowledge of external agencies. 3. To be able to manage & understand numerical data effectively. | 1. Knowledge of digital stock control systems. Experience with point of sales software, particularly EPOS now. 2. To demonstrate sound plant & gardening knowledge. 3. To demonstrate knowledge of seasonal, fresh produce. |
| **Skills** | 1. Able to work using own initiative, independently and take responsibility for own decision making. 2. Ability to plan and prioritise own workload. 3. Ability to cope well under pressure. 4. Willingness to undertake personal development and training opportunities. 5. Excellent people & communication skills across staff team, organisation & external partners. 6. Positive & Approachable customer-focussed manner. | 1. Digital design skills. 2. A keen eye for detail. 3. Ability to multi-task and respond to last minute changes efficiently & positively. |
| **Other** | 1. It is an essential requirement that the person taking this role has a full, clean driving license (including C1 & D1 for larger vehicles), can drive work vehicles including vans, minibus and has access to their own vehicle with business insurance. 2. Seasonal weekend & Bank Holiday work will be essential. 3. Subject to a clear DBS check. |  |