



One Garden Brighton, situated in Stanmer Park is a subsidiary of Plumpton College. It is a tourist destination, open daily to the public, and is free to enter with a coffee shop, restaurant and market. This Christmas we're working in partnership with Brighton Lights hosting the first ever Christmas lights show in Brighton!

The Retail / Catering Assistant role is integral to the delivery of the Brighton Lights event running every evening from 15th-23rd December. Anyone applying needs to be available from the 14th of December for a training day and needs to be able to commit to the following hours from 3.00-11.00pm 15th –23rd December.

You will be responsible for:	Essential criteria for the role:
<ul style="list-style-type: none"> • Assisting in the day-to-day running of the retail operations of the Brighton Lights event. You will also assist with other aspects of the commercial offer within the walled garden and surrounding grounds, and supporting our busy events program between the 14th December 2023 -23rd December 2023 • Working with the General Manager to ensure the One Garden Brighton offer and ethos is upheld • Confidently liaising with visitors to One Garden Brighton to ensure they are enjoying an excellent customer service experience • Deliver a basic knowledge of the products, events and experiences available at One Garden Brighton • Serving customers and upselling any products identified by the General Manager • Replenishing stock and ensuring products are presented to a high standard • Ensure the high presentation of food and retail products that will consistently exceed our customer/visitor expectations • You will work proactively alongside colleagues within the garden and the wider organisation to promote the organisational values • Maintain a productive working relationship with internal One Garden Brighton staff, wider organisational colleagues and external suppliers • Be confident to proactively resolve any day-to-day issues which may occur • Other duties connected to the role may be required from time to time 	<ul style="list-style-type: none"> • Good literacy and numeracy, with good IT skills • Previous experience of working in retail/ Hospitality environment • Excellent customer service skills • Have good interpersonal skills and be a confident communicator • The ability to maintain good team working relationships, within team and wider One Garden Brighton team • Willing to work flexibly and ensure tasks are completed to a high standard. • Relevant food hygiene/ safety qualification (desirable) • Hold a first aid qualification. (desirable)

Dimensions of the role:	What you will deliver:
<p>Salary for role:</p> <p>Brighton Living Wage</p> <p>Reports to: The General Manager for One Garden and Plumpton College</p> <p>Financial responsibility: Cash handling and financial controls working with EPOS systems.</p> <p>Nature of impact: Responsible for maintaining consistent high standards of customer/visitor experience throughout 'One Garden Brighton' and resolving day to day issues which may occur.</p>	<p>It's About - exceptional service</p> <ul style="list-style-type: none"> You will deliver 'exceptional service, every time, for everyone' and champion a service culture within the team. You will maintain consistent standards of presentation of people, product and the retail outlets at all times. <p>It's About – working safely</p> <ul style="list-style-type: none"> Working alongside your Manager you will ensure that your training complies with all relevant legislation and organisational policies to minimise the risk to staff, the public and contractors. <p>It's About – making the link to our organisational purpose</p> <ul style="list-style-type: none"> You will engage with our visitors to ensure a deeper understanding of the connection between our F&B/retail operations and our purpose. You will drive the business to maximise profit so it can be reinvested in to the upkeep of One garden Brighton and our purpose

Conditions of employment:
<p>Working Hours</p> <p>14th -23rd December 2023, working 8 hours per day 15.00-23.00 with a 30-minute break during each shift, all staff will be provided with a hot meal and hot drinks whilst on shift.</p> <p>Annual Leave</p> <p>The bank hourly rate is split into two elements; one is a regular hourly rate and then the balance which is called holiday pay hourly rate. Each month bank workers submit a timesheet and will be paid the regular hourly rate. Bank workers will receive the balance of pay in the form of holiday pay hourly rate.</p> <p>Equality and Diversity</p> <p>One Garden Brighton is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.</p>

Criminal Record Check via the Disclosure Procedure

The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children. The post you have applied for falls into this category and, therefore, requires a criminal background check. If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

Brand Values (our people are)



Professional: Customer service excellence is our top priority. We are **inviting**, aiming to surprise, inspire and grow minds. Our team will always go the extra mile to represent their industry to the very highest standard.



Passionate: Our people come **alive** when talking about One Garden. We believe in the goodness of gardens and power of horticulture to shape the future, to improve our food, wellbeing and environment. You will find our team are knowledge experts in their specialist fields.



Supportive: Whether it's the local community, our people, or visitors, we aim to nurture and develop new talent, support new ideas and create new relationships. We have a **natural** and organic approach, seeking ways to 'be the best we can be' and instil this value throughout our work and with the people we interact with.



Ambitious & Progressive: Our team are movers, shakers and innovators, constantly **evolving** and **changing** to offer something new, develop ideas and spread our mission and vision across the South East. Our team are commercially savvy, supporting our ambition to be one of the top five tourist destinations in Brighton & Hove.



Enterprising: One Garden offers something different every day. Our team are bursting with **creative** energy, always looking for new ways to work with local partners, businesses and the community to find different ways to doing things.

ONE
GARDEN
BRIGHTON