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<b>Reports To:</b>	<b>Horticultural Manager</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Location:</b>	<b>Mayfield Garden Centre</b>
<b>Hours:</b>	<b>8 hours per week (Saturday and Sunday 10am till 2pm)</b>
<b>Salary:</b>	<b>£24,242 – £24,947 pro rata per annum (Solent Mind band A)</b>

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### **Purpose:**

Mayfield Nurseries is a special place, bringing together our love for community, nature and growing alongside a passion for horticultural excellence. A gardening centre with a difference, every penny of our profits goes into providing our wide range of mental health and community support. Our garden centre is open 7 days a week and stocks a wide range of high-quality plants, shrubs and gardening supplies. Due to ongoing growth, we are looking for additional support to make sure we can continue to provide an excellent experience for every customer.

As a Horticultural Retail Assistant, you will offer support and advice to customers, water and look after our plants, serve on the till, display stock and maintain the appearance of the centre.

### **Main responsibilities:**

- Serve customers, including use of the till.
- Offer excellent customer service to everyone visiting Mayfield Nurseries.
- Advise customers on plant choice and care.
- Water and care for plants in the nursery according to instructions.
- Display and maintain stock, including supporting the processing of deliveries where required.
- Maintain high standards of safety and cleanliness, including carrying out regular checks on sales, stock and toilet areas.
- Support the wider team in ensuring that Mayfield Nurseries is a safe, friendly and supportive place to visit and spend time for everyone in our community.

### **General:**

- Adhere to the aims, values, policies and procedures of Solent Mind, particularly safeguarding and health & safety.

**This list is non exhaustive and other duties may be required to meet the needs of Solent Mind**



# PERSON SPECIFICATION

## Band A – Horticultural Retail Assistant

Requirement	Essential or Desirable
<b>Qualifications/Education/Training:</b> Understanding basic maths and english	Essential
<b>Experience:</b> Experience in working with people/customers from a range of backgrounds. Experience of working in a team. Experience of working in a retail or gardening environment.	Essential Essential Desirable
<b>Knowledge/Skills/Competencies:</b> Understanding and commitment to excellent customer service. Excellent verbal communication skills. Calm and friendly manner, able to work in a fast-paced environment. Basic skills in horticulture/plant care (this could be within a work, home or education environment). The ability to work on your own initiative and contribute to a team environment.	Essential Essential Essential Essential Essential
<b>Other:</b> Commitment to Solent Mind's values. Commitment to Solent Mind's Equal Opportunities and Diversity and Inclusion Policies. Willingness to undergo a relevant DBS Check if required.	Essential Essential Essential

Date job originated: June 2022  
Date job reviewed: April 2025  
Reviewing Manager: Jude Gardener