



JOB DESCRIPTION: Saturday Retail Worker

KEY FUNCTION: Providing great customer service at our friendly high street wholefoods shop.

Retail experience and knowledge of the whole foods market is preferable, but training will be given. We use an EPOS computer system, so the successful applicant should have some experience of using tills and computers.

The role involves serving customers, maintaining stock levels, keeping the shop clean and tidy, opening and closing the deli counter, fielding customer enquiries, and other tasks.

The shop can be very busy and the successful applicant will be able to work hard and cope well under pressure, combining a professional and efficient approach with a friendly personal service.

Harvest is open 10am to 5:30pm on Saturdays, but some tasks take place outside of normal working hours; therefore a flexible attitude to work and willingness to work early and late where necessary is required.

MAIN TASKS

- 1) Serve customers at the till, including handling cash and card payments
- 2) Keep shelves stocked with goods, maintaining proper date rotation
- 3) Display goods in an accessible and visually attractive manner
- 4) Take deliveries of stock and check the receipt of goods. NB: this work will include some physical lifting duties
- 5) Be fully aware of Health & Safety and food hygiene procedures, and ensure that standards are maintained in the shop.
- 6) Keep the shop clean and tidy with scheduled cleaning tasks and in response to issues
- 7) To undertake other duties as deemed reasonable by the co-op

GENERAL CO-OPERATIVE REQUIREMENTS & ABILITIES:

- 1) Ability to work as part of a team
- 2) Ability to show initiative, and to work independently
- 3) Ability to take on responsibility and complete tasks set through to the end
- 4) Ability to communicate effectively and share information with others

Last reviewed: February 2023



PERSON SPECIFICATION: Retail Worker

CRITERIA	ESSENTIAL	DESIRABLE	To be demonstrated at:	
			Application	Interview
EXPERIENCE				
Retail Experience	*		*	*
EPOS system	*		*	*
Working with food		*	*	
Co-operative working		*		*
SKILLS				
Good communication	*			*
Good time-keeping	*			*
Working in a team	*			*
Excellent customer service	*			*
Ability to follow procedures	*			*
Good presentation skills, displaying merchandise		*	*	*
KNOWLEDGE				
Specialist diets, to include vegetarian, vegan, gluten free etc		*	*	*
Whole foods/health foods market & products		*	*	*
QUALITIES				
Hardworking	*		*	*
Positive outlook	*		*	*
Polite, friendly, and helpful	*		*	*
Self-motivated	*		*	*
Can use initiative	*		*	*
Tidiness/cleanliness	*			*
OTHER REQUIREMENTS				
Food hygiene certificate		*	*	
Ability to perform manual handling	*		*	*