

SEASONAL RETAIL ASSISTANT JOB DESCRIPTION

PINEWOODS, WELLS-NEXT-THE-SEA

Reporting to Reception & Retail Manager

PART OF THE HOLKHAM ESTATE

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, a hotel and restaurant, a holiday park, beaches, car parks, admissions, cafes, shops, concerts and events.

PINEWOODS, WELLS-NEXT-THE-SEA

Situated in an outstanding location on Beach Road, Wells-next-the-Sea, Pinewoods Holiday Park offers a combination of static holiday homes for purchase, holiday homes for hire and touring caravan pitches. In addition, Pinewoods has responsibility for the beach and beach hut sales.

THE ROLE

Our Seasonal Retail Assistants are responsible for assisting the manager/supervisor in the day-to-day running of the Pinewoods Store in the evenings during the school summer holidays to ensure that the shop is open when our customers need us. A desire to deliver excellent customer service combined with enthusiasm and attention to detail are essential requirements. You will also be required to work an operational rota which will include weekends and bank holidays. As part of your induction, you will be shown the relevant procedures.

The working week is approx. 15-20 hours per week. This position is a temporary position covering the main summer school holidays

Due to the nature of this role, applicants **must be 18 or over**.

KEY RESPONSIBILITIES

Shop Assistant

- To serve customers whilst giving excellent customer service.
- To restock shelves and keep an eye on items becoming low in stock.
- To assist the Shop Manager/Supervisor in placing orders where necessary.

- To complete cashing up tasks.
- To close and lock the shop at the end of the shift.
- Demonstrating our Five Great Behaviours.
- To contribute to the tidiness and general appearance of the Shop to maintain 5* standards and presentation.
- To ensure that we meet our sustainability goals and identify opportunities for improvement in this area.
- To ensure that temperature checks and date checks are completed in accordance with EHO requirements.
- To be aware of Health and Safety requirements and carry out all duties in compliance with health and safety at work legislation and Pinewoods Risk Assessments and agreed processes.
- To be aware of and adhere to our Challenge 25 Policy to ensure we are not selling restricted items to underage customers.

SKILLS, KNOWLEDGE AND EXPERIENCE

1. Excellent customer service skills
2. Initiative, energy and a positive attitude
3. Good standards of personal presentation
4. Attention to detail and a desire to get things right
5. Team player
6. Flexibility and an ability to work calmly under pressure
7. You must have the right to live and work in the United Kingdom

OUR FIVE GREAT BEHAVIOURS

At Holkham we value the manner in which we go about our every day to day - authentic and natural ways of working and simply being that are fundamental to everything we carry out across the estate. After all, it isn't just about what we do, but how we go about it - the Holkham way. To help us we have shaped our Five Great Holkham Behaviours...



HOLKHAM

Our **vision** is to be the UK's most pioneering and sustainable rural estate

Our ambitions

We are custodians of important historic buildings and collections which we will treasure, enhance and revitalise before we hand these on to the next generation.

We will be pioneering, sustainable and influential in managing our landscape, farmland, habitats and wildlife.

We will create welcoming experiences to attract, inform and inspire those who visit or stay with us.

We want Holkham to be a great place to work, where talent is developed, teams set their own high standards and the human touch is never lost.

We will be a force for good in helping local communities to thrive, by providing employment, homes, and support for local businesses and charities.

Achieving these ambitions relies on the financial performance of our businesses. We will spend wisely, challenge inefficiency, and celebrate our ability to reinvest.

Our five great behaviours

TEAMWORK **MUTUAL RESPECT**
SUSTAINABILITY **CHALLENGE** **GO SEE**