

**Job Title:** Shop Assistant

**Location:** Fodder

**Department:** Fodder Shop

**Working Pattern:** 16 to 24 hours per week, working 2/3 days out of 7 operational days, including weekends

**Reporting to:** Shop Floor Manager

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### **About us:**

Fodder [www.fodder.co.uk](http://www.fodder.co.uk) is an award-winning farm shop and café selling and celebrating the very best food and drink from Yorkshire.

Fodder acts as a shop window for local farmers and producers and helps consumers to access local food easily.

All the profits from Fodder go to help fund the charitable work of the Yorkshire Agricultural Society.

Fodder is well known for quality and exceptional customer service.

### **Purpose of the Role:**

To work in Fodder and make a positive difference to our customers and your colleagues. To have a positive attitude and the tenacity to get the job done – from taking deliveries, to merchandising the shelves, helping customers, to using the till, to have commitment to work hard and have fun. This role is shop based and will lead to supporting the deli, there may be times you can lend a hand in the café too!

### **Key Responsibilities**

- Provide excellent customer service to all customers.
- Build strong relationships and communicate well with the Fodder team.
- Help customers to give them the best possible service and experience.
- Be efficient doing all the jobs that keep us safe, from recording fridge temperatures, to ensuring stock is rotated and sell by dates are checked regularly, etc.
- Ensuring the highest possible standard of cleanliness and following safe systems.
- Handle packing of shopping and payments, operating the tills and credit card machine accurately.
- Ensure that all aspects of environmental health, health and safety, food, fire and other legislation is adhered to. Commit to a culture where safety and food hygiene is a priority.
- Ensure that all tasks and procedures are completed daily.
- To recognise the importance of fairness and equality in the workplace, to treat everyone with dignity and respect.
- To be an ambassador of the Society values.
- It is not possible for this document to totally encompass or define all tasks that may be required of the post holder. The outlined duties may therefore vary from time to time without materially changing either the character or level of responsibility.

### **Experience & Qualifications:**

Previous experience in working in a retail and preferable food retail. Previous experience in working in a customer service role.

### **Personal Skills**

- Excellent verbal and written communication skills.
- Polite and approachable.
- Focus, thoroughness, and keen attention to detail.
- Has a 'can do/will do' attitude.
- Remains focused when faced with completing demands.
- Adapts their communication style to suit their customer / colleagues, responding to their feedback or queries.
- Ability to effectively present products attractively and effectively and respond to questions from customers and colleagues.
- Passionate about food.
- Works to tight deadlines.
- Always conducts themselves in a courteous and professional manner.
- Always maintains the strictest levels of confidentiality.