

Farm Shop – Deputy Supervisor

Middle Farm



GROWN IN SUSSEX

Summary of Role

A wonderful opportunity to work alongside the supervisor and Farm Shop team in order to provide the highest possible standards of quality, food safety and customer satisfaction. To support the supervisor in the general management of the Farm Shop, taking responsibility for directing the team in the supervisor's absence. Always ensuring the most effective use of team members by delegating tasks appropriately.

Key Responsibilities

- Till work – greeting our customers, accurately processing transactions and making recommendations.
- To direct the Farm Shop team as effectively and efficiently as possible, prioritising clear communication in order to effectively achieve the team's goals.
- Working with the team to ensure high standards of tidiness and presentation throughout the Farm Shop, organising seasonal displays and rearranging stock to keep the experience fresh.
- To communicate with the marketing manager in order to promote the Farm Shop and new stock lines.
- To work with the team in maintaining produce in the best possible condition, minimising wastage wherever possible.
- To be an active team member, contributing constructively, supporting, and always treating other team members and visitors with fairness and courtesy.
- To provide the best possible customer service, providing accurate and appropriate information, as required.
- To always comply with the latest food hygiene and health and safety legislation.
- Communication with the management team - relaying any relevant issues for resolution promptly to ensure the smooth running of the Farm Shop.
- Working with the supervisor to maintain the accuracy of the EPOS back-office database and labelling software.

Qualifications

- Experience and confidence working with the public and using EPOS till systems.
- Great communication skills with the ability to delegate, when necessary.
- Reliable, responsible and punctual, with a good sense of humour.
- Full Drivers Licence.
- A passion for fine food and experience in food retail.
- Food Hygiene and Academy of Cheese Qualifications desirable, though training can also be provided for the right candidate.