

Sarah Nelson's Original Celebrated Grasmere Gingerbread®



**Our mission is to make ‘the best gingerbread in the world’
and deliver a truly unique sensory experience.**

Our vision is threefold; to respect over 170 years of heritage, to protect the integrity of the brand, and to sympathetically grow the business to fulfil future customer expectation.

About us:

Grasmere Gingerbread® is an iconic, third generation family business in the heart of the UNESCO Lake District National Park in Cumbria. Our core values are **passion, integrity, respect, authenticity, trust and excellence.**

Job title and role:

Customer Service Assistant

Days of work:

Full-time - 5 days, 1 day will be a weekend day – days TBC

Hours of work:

9.00am to 5.45pm* (1 hour for lunch)

**From the first Monday in November until the first Monday in January the shop will close at 5pm and therefore half an hour less to be worked each day. From the first Monday in January until the week preceding February half term (wherever that may fall) the shop will close at 4:30pm, and therefore one hour less to be worked each day.*

Rate of pay:

£14 per hour (age 23 and over) After 3-month probationary period, this is increased to **£14.50 per hour.**

Length of contract:

Permanent after probationary period.

Main purpose of the job:

To work as part of a small team in specialist bakery and shops*/ attraction. Providing final presentation of products through packaging and offering first-class customer service through knowledge and communication to a wide range of both domestic and international customers. On occasion, duties may extend to supporting 'pop-up' shops, participating in special events, and assisting with group talks conducted on-site. Work locations include Grasmere and Hawkshead, and applicants must be able to drive to fulfill responsibilities across both shops.

Main tasks of the job:

- Preparation of stock
- Packaging of stock and wrapping product
- Customer care
- Advising and informing
- Using Electronic Point of Sale
- Taking orders
- Preparing work areas and cleaning work areas
- Shop housekeeping
- Stock control – re-stocking and stock rotation
- Presentation of stock

- Delivery of talks to visiting groups
 - Barista service
 - The flexibility to work at shows, as and when required
- Full training will be given in any of the above if necessary.

Relationships;

ultimately responsible to:

The Directors

reporting to:

Bakery Manager and Operations Manager

liaison with:

All members of staff and customers

Suitable candidate:

- Experience in a customer service role in retail/tourism
- To embrace the company ethos and communicate to the customer
- Reliable and flexible
- Energetic, enthusiastic and personable
- Can work as part of a small team in a limited and fast-paced environment
- Presentable for employment in both food production settings and customer-facing roles
- Must hold a full UK driving licence for driving company vehicle

Our Provision/Benefits: We offer you the opportunity to work in the most beautiful part of the UNESCO Lake District National Park, and as part of a 3rd generation friendly family business that prides itself on its social responsibility and commitment to the charitable sector, but we also offer (points 1 and 7 after 3 months probationary. Points 3 and 4 after a year's service):

1. Health policy with the option to add family members which offers a cash back scheme not only for health but everyday essentials and luxuries.
2. Additional annual bonus payment(s) linked to team performance.
3. A birthday present of a day's pay on your birthday.
4. £50 worth of goodies of your choice.
5. If not resident in Grasmere, free car parking.
6. Travel allowance of 50p per mile is over and above a total daily commute of 40 miles return, to and from work.
7. 'My Cumbria Card' offering discounts for regional attractions and facilities.
8. Staff Discount.
9. Training where necessary.
10. Payment of out-of-work courses that would be beneficial to the position.
11. Uniform provided, to be worn in accordance with company policy.
12. Free refreshments and as much Grasmere Gingerbread® as you like while at work.

To note:

- Ability to lift and carry items as required
- A confidentiality agreement must be signed
- Compliance with the company's Health & Hygiene policy is mandatory
- Work visa sponsorship and live in accommodation are not available, applicants must live within Cumbria.

To apply: CVs attached to application forms will not be accepted. Only fully completed company application forms will be considered. Applications must be submitted by hard copy (hand-delivered) or email. Application forms can be downloaded from the company's website under the employment section www.grasmeregingerbread.co.uk/page/employment/

For any questions or queries and to submit your application email: people@grasmeregingerbread.co.uk

You can also meet the current team on the staff page at www.grasmeregingerbread.co.uk/staff/

Thank you and good luck.