

# Sarah Nelson's Original Celebrated Grasmere Gingerbread®



**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:** **9.00 am 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)

**Length of Contract:** Permanent after probationary period

**Main Purpose of Job:** To work as part of a small team in specialist bakery 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. Very occasional work at 'pop-up' shops, events and group talks on-site.  
**\*Grasmere and Hawkshead (must be a driver)**

**Relationships;**  
**ultimately responsible to:** The Directors  
**reporting to:** Bakery Manager and Operations Manager  
**liaison with:** All members of staff and customers

**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.**

**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 working in a food production environment and customer interface
- 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 family business that prides itself on its social responsibility and commitment to the charitable sector. We 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. An extra 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 over and above a total daily commute of 40 miles return journey
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 benefit the position
11. Uniform to be worn to company's code of practice
12. Free refreshments and as much Grasmere Gingerbread® as you like while at work

**To note:**

- Be able to lift and carry
- Special confidentially agreement to be undertaken
- Adhere to the strict company Health & Hygiene policy

**To apply:**

We **DO NOT** accept CVs attached to an application form – forms must be completed fully to be considered.

Applications will **ONLY** be accepted on a company application form and submitted by hard copy by hand, email or post.

Application forms can be downloaded from our website under employment

<https://www.grasmeregingerbread.co.uk/page/employment/>

If you have any questions or queries please contact Mr Matt Park, Operations Manager, on [operations@grasmeregingerbread.co.uk](mailto:operations@grasmeregingerbread.co.uk)

Meet our present team on our Staff page;  
[www.grasmeregingerbread.co.uk/staff/](http://www.grasmeregingerbread.co.uk/staff/)

*Thank you and good luck.*

