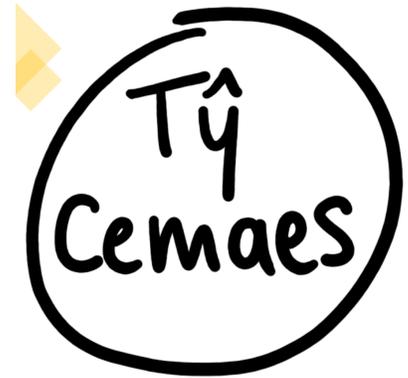


Work with us!



**Job Title:** Shop Assistant, Permanent

**Location:** Tŷ Cemaes, Cemaes, Machynlleth

**Reports to:** Isabel (owner)

**Responsible For:** Serving in the shop and serving the cafe.

**Closing date:** Midnight, Sunday 27th February '22

To start as soon as possible

**To apply:** send your CV and your completed application form (see separate Document) to [tycemaes@gmail.com](mailto:tycemaes@gmail.com)

## **Job Purpose**

Tŷ Cemaes is a rural hub and a space for food, products and people in the local landscape. Through our sourcing, we work with over 30 local producers and farmers and have regular customers from a radius of 9 villages. We have stayed open throughout the pandemic, extending our offering to online shopping

and deliveries to vulnerable, elderly and self isolating customers.

We promote localism, the Welsh language, and sustainability through our shop, our wellbeing services, and café. We aim to work with all members of the community to deliver this mission, especially young people and innovators. Tŷ Cemaes provides spaces and support for events and socialising in a welcoming environment. In 2021 we moved into zero-waste catering and bar services for local events, and are always bringing new ideas, new products and events to the local area. By joining Tŷ Cemaes, you are joining a young startup with a reach and presence that will extend beyond Cemaes as new opportunities arise.

We are looking for a passionate and skilled shop assistant who wants to help operate this evolving and diverse social enterprise, with the potential for more responsibility and hours if you are a good fit. We want someone who would like to grow with and sustain Tŷ Cemaes into the future, which is why we state it's a 'permanent role'.

The successful applicant will be responsible for the day-to-day operations of the shop and assist in the cafe which is mixed in with the shop. Everyone who works at Tŷ Cemaes also pitches in with signposting, booking and being on hand for the other services such as massage, foot care, hair appointments and those looking for an advice surgery.

They will facilitate an atmosphere that is welcoming to all members of the community. A combination of flexibility, enthusiasm, innovation and sound organisational skills are essential. Your ability to problem solve and keep calm under pressure will be key, whilst maintaining a positive attitude to help motivate those around you. Your ability to take on new information and get to grips with our systems will be vital, your observational skills and willingness to run up and down to the cellar are a key part of this role.

This role involves working closely with Isabel who owns and manages Tŷ Cemaes as a whole. A resourceful team who are organised and work time-efficiently is needed to keep the show on the road. Good

communication is essential, especially when working alongside other members of the team. You will need to ensure that the responsibilities of the role are carried out in a professional but personal way that reflects the ethos of Tŷ Cemaes, we appreciate personality at Tŷ Cemaes!

In our ideal shop assistant things we are looking for are:

- > A Welsh Speaker
- > Willing and able to take responsibility for themselves and getting things done
- > Tech savviness: to turn their hand to straightforward (but not basic) electronic systems like editing the website, programming the till and scales (with instructions) and some social media in the long term.
- > A people-person who can “host” because they know how to naturally facilitate people in a space, at an event, or just while they have tea or browse the shop - it's about much more than transactions.

## **Working Hours**

16 hours per week (+ overtime / one off events & off site catering events by arrangement)

Thursdays 08:00 - 16:45

Fridays 08:30 - 16:45

Evening events, cover for other staff or extra Saturdays as overtime by arrangement.

The job holder will be expected to work flexibly, including evenings, Saturdays, bank holiday Mondays and Christmas Eve day (til max. 3pm). Tŷ Cemaes operates significantly reduced hours between Christmas and New Year, and is closed on Christmas Day, therefore a festive break is always a given.

### **Remuneration**

£10 / hour (with a paid lunch break; lunch not provided)

PAYE

Small perks include free food that would otherwise have gone to waste! Your morning coffee fix for free, and being part of a flexible team who are happy to

swap shifts and hours in order to give everyone their desired time off or extended weekends.

The first 3 months of the role are a trial period where Isabel will sit down monthly with you to review how you're doing and if anything needs changing. After the trial period, you will either be employed under contract, or a different arrangement found.

## **Tasks**

### **1. General Daily Tasks**

- Operating a digital till and scales system for paying, weighing, picking orders and making appointments.
- Serving Shop Customers
- Basic stock control and stock management in the shop (replenishing produce, storing delivered items & noting items for restocking) & making things look good!
- Serving cafe customers at their tables: taking orders & serving

- Making hot drinks (training provided on Barista coffee machine)
- Cleaning and general upkeep of various Tŷ Cemaes spaces and equipment
- Promoting products, activities and opportunities in the shop and online
- Interacting with service/therapy providers and ensuring smooth running for clients
- Weekly meeting with Isabel to ensure smooth running of Tŷ Cemaes, resolve any issues arising, troubleshoot and plan events etc.
- Cashing up & being responsible for shutting & locking up
- Ensuring consistent, quality service to customers, sometimes overseeing young staff who need extra guidance.
- On the days present, ensure that all Environmental Health food & hygiene checks have been completed for the shop and cafe; and that all cleaning up and closing up protocols are done before staff leave.

## 2. Areas of Responsibility to Develop Into:

- Occasional deliveries to customers (wholesale & retail)
- Assisting Isabel in various marketing & promotion work for the shop, events and services.
- Locking up
- Ordering stock within budget limits, ensuring good quality and variety of produce at all times.
- Assisting in the training and recruitment of staff.

## **Requirements**

- Fluency in spoken Welsh (about 60% of our customer conversations are in Welsh, and we want to serve our customer base in their preferred language. However, allowances will be made for the right person even if you can't speak Welsh; of course a willingness to learn basic conversational Welsh is appreciated)
- Barista experience is desirable (but full training will be provided)

- Level 2 Hygiene Certification (but can be completed after starting in the role)
- Numbers and spelling proficiency is helpful in this role due to the till and scales in the shop
- Confidence in learning to use electronic systems such as programming the till and editing the website would be very helpful
- Own transport is essential due to location.
- Previous experience in a community shop and service delivery environment highly desirable
- A helpful and open demeanor highly valued
- A practical capable person & mindset are also highly valued

### **Other Information**

All employees have a duty under the relevant Health and Safety at Work Laws to ensure that their working environment is kept free of hazards that may prove injurious to themselves, their colleagues and all those engaged in Tŷ Cemaes's business, as well as any visitors.

All employees have a duty to comply with the UK's Equal Opportunities Policy in their contacts with other staff, customers and visitors.

All employees will maintain appropriate customer confidentiality information and will be expected to comply with all aspects of the General Data Protection Regulations Act 2018.

All employees will be expected to carry out any other duties that may reasonably be required by the owner.