



Job Description

Role: Shop Team

Location: Over Farm Market

Responsible for: Daily tasks and customers in the farm shop

Reportable to: Shop duty manager

Over Farm is a family-owned business, since the early 80's the family has developed and brought together new innovations to become one of the most diverse farms in the country. Growing from a productive farm, to an ambitious enterprise which incorporates family-run values with fun and customer-focused projects. The business now invites customers to celebrate throughout the year in The Barn, shop locally at The Farm Shop, enjoy the great outdoors with several bespoke events and fly high at our Microlight facilities. Our team is the most valued asset of our business which is why we invest and support their personal and professional development; this is the key to further progression and our continued success.

Job Purpose and Scope

The shop staff are a key part of the Over Farm Market team responsible for the shop and its customers. The role involves delivering an excellent social experience to our customers, ensuring the purchased items are top notch whilst working with the duty manager to ensure the shop floor is kept in perfect order, clean and tidy.

Job Objectives

- Deliver an outstanding customer experience daily
- Follow systems and processes in order to maintain quality standards
- Have maximum fun whilst offering our customers the best experience.



Person Specification

Knowledge	
Essential <ul style="list-style-type: none"> • Very good food hygiene knowledge 	Desirable <ul style="list-style-type: none"> • A foodie who can share their love for food with others • Seasonality of food
Experience	
Essential <ul style="list-style-type: none"> • Worked in a customer facing role within the last year 	Desirable <ul style="list-style-type: none"> • Experience working in one of the large supermarkets
Skills	
Essential <ul style="list-style-type: none"> • Food hygiene qualification • Excellent customer service • Excellent communication skills both written and verbal. 	Desirable <ul style="list-style-type: none"> • Proficient with IT and computers