



## JOB DESCRIPTION

Job Title	Nursery Assistant
Manager	Interior Operations Manager
Days	Monday to Friday
Hours	40
Essential Qualifications/ Certification	Full clean driving licence
Desirable Knowledge/Skills	Horticultural knowledge
	<b>General key tasks and responsibilities</b>
	<p>Nursery responsibilities include:</p> <ul style="list-style-type: none"> <li>• Maintenance of all plant material at the nursery including watering, cleaning and pruning</li> <li>• Preparing interior plant displays</li> <li>• Making up hanging baskets and bowls</li> <li>• Delivering and installing plant displays to customer sites</li> <li>• Accepting and unloading deliveries</li> <li>• Tidying and cleaning the nursery</li> </ul> <p>Customer interaction - Liaise with customer contact on site in a positive manner and assist customer with any concerns in a positive manner, in line with GP values.</p> <p>Assist with the resolution of any customer requests, queries or complaints detailed to you within agreed timescales, providing updates to service co-ordinator in a timely manner.</p> <p>Paperwork - Ensure that all paperwork is completed in a timely manner and passed to Operations Manager. This will include:</p> <ul style="list-style-type: none"> <li>• Delivery Notes</li> <li>• Weekly timesheets</li> <li>• Absence forms</li> <li>• Uniform and PPE requests</li> </ul> <p>Facilities maintenance duties – to carry out general facilities management tasks around the nursery and offices.</p> <p>Vehicles</p> <ul style="list-style-type: none"> <li>• Drive company vehicle adhering to the company vehicle and driving policy.</li> <li>• Ensure weekly vehicle checks are being carried out and paperwork is completed</li> <li>• Ensure annual driving licence checks are completed and passed to your manager on request.</li> <li>• Always keep company vehicle clean and tidy to maintain positive company image</li> </ul>



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	<p>Lead generation – submitting leads for sales team</p> <p>Christmas - Assist with preparation and Installation of seasonal displays as per client’s specification and meets GP standards, which includes Christmas trees, garlands, wreaths, table displays etc when required</p> <p>Health and safety – Follow company health and safety procedures at all times and report any concerns or issues to manager as soon as possible.</p> <p>General</p> <ul style="list-style-type: none"> <li>• Flexibility to work with other departments</li> <li>• Flexibility to work overtime</li> </ul> <p>This list is not exhaustive.</p>
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### Competencies

Communication	<ul style="list-style-type: none"> <li>• Demonstrate effective verbal communication to both internal and external customers</li> </ul>
Organisational skills including time Management and prioritising	<ul style="list-style-type: none"> <li>• Able to manage multiple tasks</li> <li>• Ability to work to deadlines and timescales</li> </ul>
Product knowledge	<ul style="list-style-type: none"> <li>• GP product knowledge</li> <li>• Plant knowledge</li> </ul>
Inter-personal skills	<ul style="list-style-type: none"> <li>• Able to work well in teams</li> <li>• Self-motivated</li> <li>• Confident in handling new tasks</li> <li>• Flexible in assignments</li> <li>• Attentive to detail</li> <li>• Able to work under tight deadlines</li> <li>• Polite</li> <li>• Cheerful</li> <li>• Helpful to customers and colleagues alike</li> </ul>

### HR Use Only

<b>Date</b>	July 2022
<b>Number</b>	