

**APPLICATION PACK FOR:
Sales Assistant – The Garden Room**

Application Deadline: Sunday 14 July



Dear Applicant,

This application pack for the position of Sales Assistant in The Garden Room at The Exchange includes:

- Information about The Exchange
- A Job Description and Person Specification

To Apply

Please read this pack carefully and submit your CV and Cover Letter to recruitment@theexchangeerith.com.

Please also complete the online [equal opportunities monitoring form here](#). The equal opportunities form is anonymous and separate to your application.

The purpose, key tasks and responsibilities of the position are set out in the job description. The knowledge, experience, and competencies we are looking for in the successful candidate are listed in the person specification. It is important to read all the information carefully before writing your cover letter.

The closing date for receipt of completed applications is midnight on Sunday 14 July 2024. We regret that applications received after that time cannot be considered.

Interviews will be held at The Exchange on Thursday 18 July.

Shortlisted candidates will be contacted by phone or email and invited to attend. The selection process will include review of CVs and cover letters and panel interview. If you require any special arrangements at any stage of the selection process (this may be due to a disability, neurodivergence or another need) please contact recruitment@theexchangeerith.com or telephone 01322 341144.

We guarantee to interview all applicants with a disability who meet the essential criteria listed in the person specification and to appoint based on objective criteria.

Unfortunately, we are unable to write back to all applicants at the shortlisting stage, or to give specific feedback on why you have not been shortlisted. If you do not hear from us by the end of Tuesday 23 July, please assume that you have not been shortlisted in this instance.

If you have any queries regarding the process or the role, please contact us, on 01322 341144 or at recruitment@theexchangeerith.com.

Thank you for your interest in The Exchange. We look forward to receiving your application.



Karen Newman
Head of Operations

The Exchange

The Exchange is a unique community-owned cultural/social organisation that empowers local people “to make and make things happen”. The Exchange was founded in 2017 (opened in 2019) to give Erith’s Old Library a future and to tackle existing social/civic issues that the town faces. We use our heritage to inform what we do and how we do it.

Our purpose: Building a Community of Makers

Our vision: Erith is a beacon for empowered communities and valued community-led production

Our mission: We enable high-quality local arts and crafts production, deliver accessible skills development, and support powerful and diverse making communities.

Our guiding principles:

1. **Change starts here** (in a word: empowerment). Our home was a library, and later a museum. It existed to empower the local working population through knowledge. We exist today to continue that process of empowerment.
2. **Craft is for everyone** (in a word: craft). It was commissioned, designed, and built by local people, using local materials, and showcasing local crafts and trades. The building demonstrated the power of local craft to transform lives and places.
3. **Community creates culture** (in a word: community). The library was a place people could come together, learn together, and share together. People would use it for lectures, debates, exhibitions, and community gatherings. It was a space for the creation of “community”.

Our principal aim is to maintain and build on the heritage of the building, ensuring that “Empowerment”, “Craft” and “Community” remain at the centre of our work. This approach has been supported substantially by the National Lottery Heritage Fund and Community Fund; and we were recently awarded National Portfolio Status by the Arts Council.



How do we do it?

Our craft workshops & garden: We have 3 craft workshops spaces – Textiles, Timber, Ceramics - and the Garden. The focus for these spaces is “community production” where people can volunteer their time as ‘Community Makers’ to make or grow things that can either be used or sold to raise money for our community programming. In exchange for their time, volunteers work alongside skilled craftspeople to develop their skills, and are part of a Maker community that meet regularly and have free access to our equipped spaces.

Through the workshops, there are also income generating opportunities including ticketed events/workshops, commissions, and equipment/space hire.

Community-led events programme: Our events programme is community-led and largely community-delivered. We work with local residents and partners to create a programme that explores the diversity of our place and responds to what the community wants.

Tackling issues that hinder empowerment: Our community identified key challenges that we need to tackle for all local residents to be involved in our work and in the change that is inevitable within Erith. This includes issues like isolation, racism, discrimination, poor physical and mental wellbeing, and challenges posed by the climate emergency. In response we develop specific programming and partnerships that address these issues.

Venue hire: This programme includes wedding ceremonies and receptions, community/partner programme hires, private and corporate events.

Retail: As the “community production” programme develops, there will be more products on sale that have been produced on-site. We also sell products produced by producers that focus on quality craft, getting people involved in craft, and on social/environmental impact.

We are building an organisation that represents its community in all its diversity. We therefore value varied perspectives and experiences, encouraging open conversations and active listening. We believe that everybody is entitled to feel welcome and safe at The Exchange. We are actively working to achieve diversity across our staff, board, participants/volunteers, and audiences, to reflect the area.

We are therefore interested in applications from people from backgrounds which are underrepresented in the heritage and cultural sectors, including people from low-income backgrounds and people from Black, Asian, and ethnically diverse backgrounds.

The Exchange is a registered Charitable Community Benefit Society, funded by the National Lottery Heritage Fund, National Lottery Community Fund, and the Arts Council.

theexchangeerith.com | [@exchangeerith](https://www.instagram.com/exchangeerith) | tex-craft.co.uk

JOB DESCRIPTION

Job Title: Sales Assistant – Garden Room

Period: Permanent

Hours: 1 day-per-week (Wednesday – Friday), 7 hours excluding breaks, some weekends and evenings

Salary: £24,000 p.a. pro rata

Reports to: Retail Manager

Place of work: The Exchange, Erith DA8 1RA

About the role

The Exchange is looking for an enthusiastic and hard-working Sales Assistant with a flair for customer service, and a passion for plants, craft and people. This is an exciting new opportunity to help support our Retail Manager in establishing The Garden Room as a vibrant, successful and welcoming space for retail, selling homeware and gifts; craft and garden supplies and tools; plants and plant care products; and some fashion, fragrance and cosmetics. The Garden Room is also the main way into The Exchange, and so the Sales Assistant will be expected to be able to talk confidently about the wider organisation and its work. The space is also used for workshops, focusing on the interconnection between craft and gardens.

Principle Duties:

Please note: the 'principal duties and responsibilities' outlined below are not exhaustive. Other tasks and duties consistent with the role may be assigned.

- **Sales:** Maximise sales within our retail space, The Garden Room, by assisting with the day-to-day running of the shop, ensuring it is always well presented, welcoming and secure.
- **Customer Service:** Provide exceptional service to visitors and customers, providing information about The Garden Room and our retail offering as well as the organisation, its ethos, our programme and events.
- **Plant Care:** Basic care of the plants within The Garden Room and elsewhere in The Exchange.
- **Ambassador:** Be a positive ambassador of The Exchange, supporting the organisation and its work within the community.

Responsibilities:

- Provide excellent customer service in The Garden Room, answering queries and giving general assistance in a warm and friendly manner to ensure a positive visitor/customer experience, and to encourage repeat visits.
- Talk confidently about the wider work of The Exchange, including our history, ethos and our events/programme.
- Ensure the smooth operational running of The Garden Room.
- Till and cash handling, processing transactions on the till system, packaging and gift wrapping any purchases as required.
- Process online purchases by selecting stock, packing for postage and arranging dispatch.
- Inform customers about stock availability and gathering product feedback.
- Respond to email and in-person queries from customers in a timely and professional manner.
- Occasionally serve drinks and snacks from The Garden Room where we sell a small selection of chilled bottled and canned drinks for consumption on The Exchange premises.
- Manage stock levels, preventing theft, and keeping the store clean and organised.
- Ensure that available stock is visible and is visually appealing.
- Maintain stock levels and visual standards of the drinks and snacks available to purchase from The Garden Room.
- Provide basic care instructions to customers purchasing plants.
- Operate within rigorous H&S and security frameworks, including taking responsibility for opening and closing tills, and final retail space checks.
- Assist with general housekeeping duties as assigned.

Personal specification:

Essential:

- Friendly and approachable with excellent customer service and 'front of house' skills.
- Motivated with an eye for detail and a desire to achieve high standards.
- Confident, calm approach to working within a busy environment balancing multiple demands.
- Excellent communication, listening, diplomacy and problem-solving skills.
- Evidence of positive and effective working with colleagues to achieve shared objectives.
- High level of written and verbal English communication skills.
- Reliable and highly organised with initiative and strong time management efficiency.
- Ability to work occasional weekends and evenings dependent the needs of the operation.
- The right to live and work in the United Kingdom.

Desirable:

- Working in an arts and culture / community / heritage environment.

How to apply:

If you would like to apply, please send a CV and cover email detailing why you are the right candidate to: recruitment@theexchangeerith.com.

Deadline for applications: Sunday 14 July

Interviews scheduled for: Thursday 18 July