



# Garden Centre Manager Application Pack

# Recruitment to the post of **Garden Centre Manager – Social Enterprise**

1. Application process
2. Our Background
3. Our Ethos
4. Our Vision, Ambition and Values
5. Organisational Structure
6. Job Description
7. Person Specification
8. Terms and Conditions

# 1 Application Process

To apply please submit your CV and a covering letter to:  
**recruitment@autismtogether.co.uk**

If you have any questions about the process, then please email us at:  
recruitment@autismtogether.co.uk

**Closing Friday 29th October.**

Please ensure that your application details include:

- your current salary (remuneration),
- notice period

# 2 Our Background

At Autism Together it is our mission to bring richness and joy into the lives of those on the autism spectrum. No two autistic people are affected in the same way, so we work with every single individual to help them lead fulfilling and meaningful lives.

We started out in 1968, when a group of forward-thinking parents, concerned at the complete lack of services available for their children, decided to stand up and be counted.

Since then, we have grown and developed into one of the country's leading providers of services for people on the autism spectrum, offering a wide range of residential options and day services. As a highly specialist provider, we recognise that each person has a right to live their life as they determine. Being person-centred is one of our core values and we live and breathe it.

Our highly-trained staff work with each individual to create a shared understanding of their strengths and needs, and to ensure that their preferred way of communicating is respected and implemented by all

staff. Not only do we support those on the autism spectrum, we also engage with our community to highlight understanding and awareness too.

Our Autism Champions project trains organisations and employees – from football club stewards to shopping centre staff - in awareness of autism and how they can make small changes to make life a little easier for the autism community.

## 3 Our Ethos

Our philosophy remains firmly rooted in a belief that:

We begin with what people can do, not with what they can't, by listening to an autistic person and acknowledging that they are the expert in their autism.

Our support begins with the person and a shared understanding of what is important to them, and what their strengths and needs are.

Our support approaches are individualised so that staff can communicate in different ways depending on each person's communication needs. Staff are all consistent in the way they use communication strategies with individuals.

People with autism can and do learn and change and our support approaches are focused on developing lifelong learning.

Our autism strategies help people develop skills by taking into account their communication needs, thinking patterns, social understanding and sensory differences.

No two people with autism are affected the same way and everything we do is person-centred. At Autism Together we work with each individual person to help them overcome the impact of these difficulties, to enable the person to lead a fulfilling and meaningful life.

As a specialist provider of support to individuals with autism, Autism Together recognises that each person has a right to live their life as they determine. In recognising this right we create a shared understanding of each person's strengths and needs, and ensure that the individual's preferred way of communicating these is respected and implemented by all our staff.

## 4 Our Vision, Ambition & Values

As an organisation, our staff, the people we support and trustees have agreed our vision, ambition and the values which we all aspire to.

### What is Our Vision?

“Autism Together is a leading specialist provider of innovative services for people who have and who are associated with autism.”

### What is our Ambition?

“To be recognised as being the best provider of autism services in the country.”

### What are Our Values?

#### **We promote positive communication**

- We will be open and honest in our communication with each other, while recognising that there will be times for confidentiality.
- We will listen to others' views and opinions.
- We will share information in a timely manner.
- We should not be fearful of raising legitimate concerns and issues.
- All communication should be professional and courteous.
- We will appropriately and positively use communication tools including email etc, as well as those which are autism-specific.

#### **Everything we do is person-centred**

- We are aware that our positive actions affect/promote people's lives.
- We are flexible and take into account people's personal circumstances.
- We are creative in our support of people.
- We include people in everything we do.

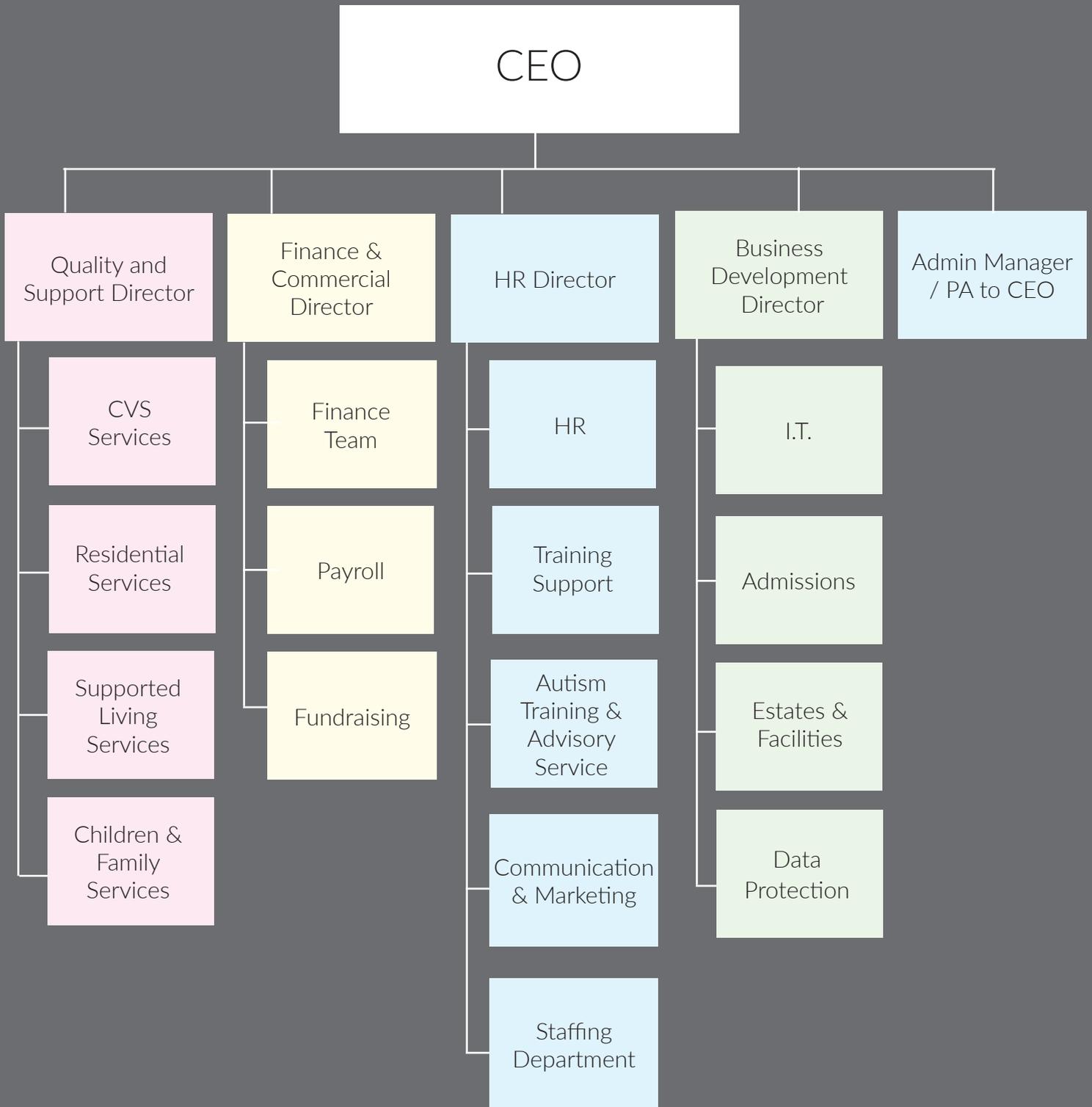
#### **We are an organisation that promotes learning**

- We recognise that everyone has the right to be developed and should have equal access to such opportunities.
- We take responsibility for our own learning.
- We create opportunities for learning.
- We respect individual learning styles.
- We seek out new, proven research to support learning.
- We are reflective about our practices; learning from experience.

#### **We are respectful**

- We treat everyone within the organisation and those we come into contact with at work with dignity and respect.
- We respect that we all bring different life experiences, culture and knowledge to the organisation.

# 5 Organisational Structure



## 6 Garden Centre Manager Job Description

**Responsible to:** Service Manager – Social Enterprise

**Responsible for:** All aspects of business related retail management of the Bromborough Pool Garden Centre and the integration of the people we support group into the social enterprise.

**Location:** Bromborough Pool Garden Centre, but you may be required to work at any location, as designated as related to your role within the organisation.

**Relationships:**

To establish and maintain good working relationships with all the people we support, staff, customers and suppliers at and to the garden centre and related services.

### Main tasks

**Role:**

- Ordering stock and equipment, managing stock levels and stock control.
- Overseeing the delivery of purchases.
- Negotiating with suppliers and local growers.
- Ensuring that plants are correctly tended and standards of quality are met.
- Assisting customers with plant identification.
- Understanding and coping with seasonal peaks and troughs, analysing trends in the market.
- Comparing leading products with main competitors.
- Overseeing site health and safety regulations.
- Dealing with general administration and site security.
- Managing and motivating a team to increase sales and ensure efficiency.
- Input into the recruiting and supervising of staff.
- Analysing sales figures and forecasting future sales volumes to maximise profits.
- Utilising a range of IT systems to record sales figures, for data analysis and forward planning.
- Responding to customer complaints and comments.
- Promoting the organisation locally by liaising with local schools, newspapers and the community in general.
- Organising special promotions, displays and events.
- Attending relevant meetings.
- Updating colleagues on business performance, new initiatives and other pertinent issues.
- Maintaining awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing.
- Initiating changes to improve the business.
- Dealing with sales, as and when required.
- Monitoring and maintaining a competitive pricing structure.
- Training staff appropriately.

#### 1. Management – Liaising with Service Manager and Activity Leader to :

Ensure that all the people we support and staff at the garden centre receive

adequate supervision, training and advice related to the range of activities within the area.

Ensure that poor practice and staffing issues are dealt with promptly and professionally.

Organise and chair regular staff meetings with your staff, ensuring that accurate minutes are taken and circulated.

Contribute and take part in staff-related activities, including recruitment, disciplinary and grievance matters.

## **2. Service delivery and quality**

To assist the Service Manager to ensure that each activity area has a detailed plan of the activity programmes that will be delivered in the area.

To ensure that the environment is appropriate to the service and that equipment levels and standards are maintained.

## **3. Service development**

To assist the Service Manager to develop services in your identified location.

## **4. Supporting the people we support**

To assist the Service Manager and team to ensure that each person we support's personal, hygiene and medical needs are met, including direct personal and intimate care if required.

To be aware that individuals have support plans detailing their support needs for communication, behaviour etc.

To utilise the provided knowledge and training in autism and strategies to support individuals where appropriate.

- To be aware that personal risk assessments are in place for all people we support.
- To ensure that the organisation's core values are upheld.
- To ensure that all appropriate information about people we support is passed to the relevant individuals.
- To drive, if required, the organisation's minibuses (if qualified to do so) to collect stock/supplies.
- To ensure that effective systems are in place to ensure the people we support's personal possessions are treated with respect, retained and cared for.

---

## **5. Health & Safety**

- To ensure that your location and the activities based therein have risk assessments in place.
- To ensure that your location meets the required fire safety standards.
- To ensure, in conjunction with the Facilities Department, that your location meets the required health and safety standards.

## **6. Finances**

- To assist the Service Manager to manage your location budget through regular monitoring and reporting on the budget to the Head of Service.
- To ensure that all authorisation of purchases goes through the Service Manager.

## **7. Policy and Procedure**

- To ensure that relevant policies and procedures are up to date and to distribute new policies to staff.

## **8. Relationships with outside agencies, suppliers and customers**

- To conduct talks and demonstrations in the community or at location.
- Liaise with different organisations to conduct talks and demonstrations in the community, spreading the word about what we achieve.

- Assist the Service Manager to maintain positive working relationships between suppliers and organisations.

#### 9. Social Enterprise

- Experience and knowledge of business, and business planning
- Have knowledge and experience of Social Enterprise
- To assist the Service Manager to manage all aspects of our existing services in the Garden Centre
- To assist the Service Manager to manage all aspects of internal and external work placement related to the garden centre.

#### 10 Other:

- All staff are required to represent Autism Together in a professional and responsible manner at all times.
- Staff are required to undertake, in exceptional circumstances, and following prior consultation, other duties which may, from time to time be specified by senior management.
- As with all posts in the organisation, a high degree of confidentiality is expected at all times. At no time will the post holder discuss the individual people we support, their families or other confidential matters connected with Autism Together and its staff, outside of the organisation. Notwithstanding, under our confidential reporting policy you will be required to raise any concerns, particularly those concerns which may be deemed a matter of safeguarding the people we support.
- This is intended as a guide to the main responsibilities of the post, and is not an exhaustive list of duties. This Job Description is subject to amendments following consultation with the post holder.

#### DATA PROTECTION ACT/GDPR

We are all expected to be aware of the Data Protection Act/GDPR and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

## 7 Personal Specification

	ESSENTIAL	DESIRABLE
Qualifications /training	DEMONSTRATE ON APPLICATION /INTERVIEW	
	RHS qualification or equivalent	

## 7 Personal Specification

	ESSENTIAL	DESIRABLE
Qualifications /training	RHS qualification or equivalent.	
Experience	<p>Previous experience of managing a garden centre or retail outlet.</p> <p>Experience ordering stock.</p> <p>Experience managing a budget.</p> <p>Line management experience.</p>	<p>Experience of setting targets.</p> <p>Experience conducting external talks/demonstrations.</p>
Skills & Knowledge	<p>Ability to use initiative and develop services.</p> <p>Knowledge of Health &amp; Safety at Work.</p>	<p>Knowledge of people with learning difficulties.</p>
Work Qualities	<p>High standard of professional conduct.</p> <p>Good oral and written communication skills.</p>	<p>Knowledge of people with learning difficulties.</p>
Personal Qualities/ Other	<p>Fully vaccinated against COVID-19.</p>	<p>Ability to drive.</p> <p>Flexibility.</p> <p>IT skills.</p>

## 8 Terms and Conditions

<b>Salary:</b>	<p>This is a permanent, full-time position, 37.5 hours per week.</p> <p>The starting probationary salary will be paid on the Autism Together Scale point 24, currently £23,104, rising to point 25, currently £23,827 on successful completion of a 6-month probationary period.</p>
<b>Hours:</b>	<p>Hours are 37.5 per week. To be worked Tuesday to Saturday, the hours primarily worked between 9am to 5pm (including ½ hour unpaid lunch break) you will be required to work some evenings and weekends as necessary. Attendance at meetings, courses etc. out of normal hours and at locations outside the Wirral may be required.</p>
<b>Annual leave:</b>	<p>Leave is 5 weeks per year plus 8 days statutory bank holidays. One additional days holiday is awarded following completion of 5 years' service and two additional days on completion of 10 years' service (pro rata) One additional days holiday is awarded following completion of 5 years' service and two additional days on completion of 10 years' service.</p>
<b>Pension:</b>	<p>Access to a defined contribution pension scheme (NEST) with a contribution from the Organisation.</p>
<b>Sick pay:</b>	<p>Company sick pay scheme, up to 8 weeks' full and 8 weeks' half pay, based on length of service.</p>
<b>Other Benefits</b>	<p>Attendance incentive scheme.</p> <p>Twice-yearly implementation of the tax-free cycle to work scheme.</p> <p>Comprehensive training programme and access to further qualifications.</p> <p>Company benefits with discounts at local shops and leisure facilities.</p>