



'Inspiring change to support a sustainable future'

COMMUNITY ENGAGEMENT & EVENTS MANAGEMENT/SHOP ASSISTANT (dual role) Job Vacancy, Community Re-fill Shop Y Tŷ Gwyrdd Community Hub in Denbigh

Are you passionate about your **local community**, supporting **local businesses**, and investing in the **local economy**? Do you want to join us in offering opportunities and sharing ideas that help **reduce our impact on the environment** and support a more **sustainable future** for us and future generations?

Y Tŷ Gwyrdd is a grassroots bi-lingual community hub located in Denbigh (North Wales) with a shop offering locally sourced, ethical, environmentally friendly, and zero waste products, TerraCycle collection, and a children's book corner.

We're excited to offer this opportunity for the position of **Community Engagement & Events Management/Shop Assistant (dual role)** in our community shop selling re-fill and locally produced groceries, household items, and gardening products. You will be working closely with the Shop Manager, Operations Manager and Communications Manager, supported by the Board of Directors.

We are looking for creative and enthusiastic people to join us to deliver an exciting new project involving collaborative working to create a central information resource about what is happening in the area. The project involves identifying and promoting existing community events and activities, carrying out consultations to understand what people would like to see more of happening in their community, and working together with other local stakeholders to coordinate events and activities based on this feedback. This initial pilot project will run to the end of December 2022.

It's a part-time role (30 hours/week).

Shop opening days: Monday – Saturday.

Hours: Work hours will be discussed and agreed upon at interview stage (there is scope for an element of flexibility)

Rate £10.50/hr - £12.50/hr

Main skills and experience required (shop):

- Retail experience is essential, with experience in the food and drink industry highly desirable.
- Proven experience in a customer service role.
- Welsh speaker/ Welsh language skills desirable, or willing to learn.

Main skills and experience required (event management):

- Community engagement/ consultation experience.
- Event/ Activity management experience.
- Welsh speaker/ Welsh language skills desirable, or willing to learn.

Retail Manager roles and responsibilities:

- Support day to day operations of the shop, including in-store and online service offering.
- Ensure standards for quality, customer service, and health and safety are met, including carrying out daily shop opening and closing tasks when required.
- Support Shop Manager in the presentation of the shop and its merchandise to maximise sales and profitability, replenishing re-fill products, and shop housekeeping, including cleaning and display.
- Monitor stock levels and notify Shop Manger if products need reordering.
- Ensure customer needs are met, complaints are resolved, and service is friendly, quick and efficient.
- Commit to growing product knowledge to confidently advise customers on the product range.
- Support an inclusive culture, recognising and valuing different perspectives.
- Maintain high store standards and foster a positive environment for customers and staff.
- Any other reasonable duties as required.

The ideal candidate will have strong organisational, customer service and communication skills. You will possess strong attention to detail and have a polite, professional, engaging manner.

We want our staff to wake up and be excited to go to work, to be motivated and stimulated, to love your job!

We commit to helping you progress your personal and career development, and to providing a rewarding, positive work culture.

More information about the business can be found by visiting www.ytygwyrdd.cymru

If you'd like to find out more, please get in touch via: karen@ytygwyrdd.cymru or facebook @ytygwyrdd

Closing date for applications: **Monday 15th August** (midnight).

Y Tŷ Gwyrdd is a committed equal opportunities employer. We welcome applications from all members of our community.'

Financial support to create this new job role has been partly provided by UK Community Renewal Fund

