

Head Florist

Hours: This is a full time permanent role – 40 hours per week

Shifts: Full flexibility is required, inclusive of weekdays, evenings and weekends. This role is 5 days per week on a rotational shift pattern Monday to Sunday. You will be required to work additional hours as and when the company requires at peak periods such as Christmas, Valentines, Mothers Day etc

Memento is Belfast's leading independent florist and specialist plant store, established in 2015 we are family run with a strong emphasis on providing luxury floral design and the highest quality plants along with a carefully curated giftware selection. We have built a reputation for providing excellent customer service by having a knowledgeable understanding of the floristry and horticulture industry and excelling at our clients aftercare.

Due to continued expansion, we are seeking a dedicated, talented, and creative Head Florist who can help tell our brand story through unique creations, events, installations and workshops. We want someone who is obsessed with all things floral and a total perfectionist who can interpret our corporate and individual clients' ideas creatively and beautifully.

We are looking for a head florist with a creative eye who can keep the business growing creatively. The role will require detailed planning, organizing, prioritizing and executing simultaneous projects and activities at once to ensure the smooth running of all day to day business as well as managing a busy events diary. As a member of the Management Team you will be responsible for the overall operational management of floristry business.

Job Duties:

- The successful applicant will be required to use their experience and creative flair to design floral arrangements and seasonal collections in line with the Memento Brand, including
 - Handtied Bouquets
 - Designing bespoke arrangements
 - Wedding Flowers
 - Sympathy arrangements
 - Corporate Planting Visual displays
 - Store Merchandising
- Provide training and mentoring to our team of florists and trainees
- Take the lead on all wedding consultations, designs and delivery
- Assist with the fulfilment and installation of B2B contracts and on-site installations
- Taking accountability to ensure that every customer is happy with the flowers they have received
- Managing the creative workshop and support our operations manager in the day to day running of our floristry team
- Experience of purchasing within a floristry environment and knowledge of the Dutch auctions
- Strong sense of budgeting and flower knowledge essential.
- Conditioning and maintenance of our cut flowers
- Ensuring that you have a sound knowledge of all our products and services, making suitable recommendations to our customers based on their needs



- Maintaining stock levels in the shop, ensuring that the store is fully stocked at all times. Stock rotation and care to avoid losses and maintaining our wastage tracker

Qualifications / Experience:

- A recognised industry qualification
- At least 5 years industry experience and previous management experience preferred
- A strong understanding of flowers and seasonal changes/offerings. This ideal person must have a passion for the floristry industry and be personable and able to represent our brand to the highest standards.
- A strong eye for detail, every interaction with a customer in our store is handled with the highest of care and diligence with a customer focused manner prioritising the customer experience at all time
- Excellent time management and problem-solving skills with the ability to think fast on your feet
- Good computer skills – All Microsoft packages
- Excellent communication skills both written and verbal
- A positive can-do attitude with a strong enthusiasm for the Memento Brand
- Full Clean UK driving licence

Crew Benefits

- Competitive salary based on experience
- 25 days holiday allowance pro-rata'd
- Management Bonus Scheme
- Generous crew discount scheme across our entire range of products
- Memento 'Welcome to the Crew' kit
- Regular team socials
- Excellent development opportunities

Equal Opportunities

Memento is an equal opportunities employer which fosters a culture of diversity and inclusion amongst our crew and partners. We welcome applications from all backgrounds as we continue to grow the business and will give full and fair consideration to all applicants regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership.

How to apply

Please apply in confidence sending a CV, portfolio of work and cover letter highlighting how you meet the criteria required for this role to gary@mementofloraldesign.com please note that we will only get in touch with candidates who meet the minimum criteria.