



Candidate Information

Position:	Retail Assistant (Full-time)
School/Department:	Students' Union
Reference:	19/107322
Closing Date:	Monday 8 April 2019
Salary:	£16,146 - £17,079 per annum (potential to progress to £17,751 per annum through sustained exceptional contribution)
Anticipated Interview Date:	Wednesday 17 and Thursday 18 April 2019

JOB PURPOSE:

To assist with the day to day running of the SU Shop to ensure that sales and profit targets are met through effective stock control, sales promotion and cost control. To work as part of a team to deliver excellent customer service and operational standards.

MAJOR DUTIES:

1. Assist with the supervision of daily operations of the SU Shop, including placing orders, accepting and checking deliveries, pricing and storing goods, implementing and communicating promotions.
2. Comply with all cash, stock and operational procedures, including regular use of EPOS and Ticketmaster systems.
3. Maintain appropriate stock levels for agreed categories, in compliance with the Purchasing regulations, ensuring that the business operates at its full potential.
4. Undertake basic clerical duties to include maintenance of stock control systems, checking delivery notes, invoice reconciliation, casual staff rotas and wages.
5. Ensure that shop security is maintained at all times through staff and sales floor vigilance, assisting with the monitoring of CCTV & EPoS back office and following correct process for managing keys, safe and cash.
6. Assume responsibility for end of day procedures including till reconciliation, shop recovery, housekeeping, daily stocktakes and securing the unit.
7. Assist with recruitment, induction and on the job training for casual staff team.
8. Ensure casual staff carry out tasks and duties to required standard by agreed timescale.
9. Adhere to the relevant retail and health and safety legislation and assist with the implementation and administration of safe systems of work, manual handling, fire safety and food safety, including participation in relevant training sessions.
10. Make a positive contribution to the future development of the SU shop through suggesting and implementing service and product range improvements.
11. Provide excellent customer service and contribute to the achievement of targets (sales and profit) through engagement with customers and provision of a welcoming, efficient and well maintained retail environment.
12. Carry out basic maintenance of EPoS system, Ticketmaster and Hot drinks unit.
13. Assume overall responsibility for the SU shop in the absence of the line manager.
14. Carry out any other duties which are appropriate to the post as may be reasonably requested by Line Manager and Retail & Premises Manager.

Planning and Organising:

1. Prioritise, plan and organise own work within set parameters to ensure operational efficiency being aware of customer demands and requirements at all times.
2. Carry out planning so that adequate stock and resources are available to meet the needs of work objectives.
3. Refer to line manager for prioritising and scheduling of non-standard work.

Resource Management Responsibilities:

1. Oversee the work of casual assistants to ensure operational compliance and appropriate standards are delivered.

2. Monitor and replenish all stock levels ensuring an adequate stock level is maintained at all times following set ordering procedures.
3. Responsible for securing cash and card payments via the agreed policies and procedures.

Internal and External Relationships:

1. Daily contact with Commercial Service Supervisor, work colleagues and University staff.
2. Liaison with other University offices, students and outside bodies.
3. Communicate and liaise with service users and external contacts through established procedures and protocols.

ESSENTIAL CRITERIA:

1. Secondary School education (e.g. GCSE level or NVQ).
2. A minimum of 18 months relevant work experience (working consistently 20 hours+ per week) in a fast moving /relevant retail environment which must include the following experience:
 - Cash handling and till reconciliation
 - Daily/weekly stock ordering
 - Stock control & management
 - Use of touch screen EPoS system
3. IT literacy and good keyboard skills with the ability to use computer packages relevant to area of work.
4. Numerate and accurate when working with figures and handling payments.
5. Understanding of current retail, food safety and health and safety legislation and regulations.
6. Ability to record, store and retrieve information.
7. Good oral and written communication skills.
8. Customer focused approach.
9. Ability to deal efficiently with face to face, telephone and external enquiries and with staff, students and members of the public.
10. A positive 'can do' approach.
11. Ability to work on own initiative and as part of a team.
12. Flexible, willing to adapt to new tasks and duties.
13. Ability to make decisions and to plan and prioritise within remit of post.
14. Organised, methodical approach to work.
15. Committed to high quality service delivery.
16. The post holder will be required to be flexible to work 5 out of 6 days per week which may include public and bank holidays to meet the needs of the businesses.

DESIRABLE CRITERIA:

1. Retail or customer focused qualification.
2. A minimum of 12 months experience in:
 - A similar role and relevant retail environment with sales turnover of £1m+.
 - Working with a large team of part time and casual workers in the FMCG sector.
 - Experience of working with fresh/perishable goods.
 - Stock handling and ordering of FMCG stock with retail value of £1m+.
 - Operating Ticketmaster sales system.
 - Newspaper and magazine administration.