



Candidate Information

Position:	Trainee Retail Assistants (Job Start Scheme)
School/Department:	Eventus and Culture and Arts
Reference:	22/109508
Closing Date:	Monday 14 February 2022
Salary:	23 years old and over (NLW) £8.91 per hour, 21-22 years old £8.36 per hour, 18 - 20 years old £6.56 per hour and under 18 years old £4.62 per hour.
Anticipated Interview Date:	Monday 21 February 2022
Duration:	6 months

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 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 daily operations of the SU Shop, including stock counts, accepting, checking and handling deliveries, pricing and storing goods and fulfilling customer orders on sales floor and on line sales.
2. Comply with all cash, payment card, stock and operational procedures including regular use of EPOS till system.
3. Regular stock movement, replenishment ,date code and price checks.
4. Assist with shop security ensuring that vigilance is maintained at all times including compliance with the EPoS back office, key and cash security.
5. Assist with basic clerical duties to include maintenance of stock control systems, checking delivery notes and invoices.
6. Assist with preparing stock and promotional messages for SU Shop social media accounts.
7. Assist with end of day procedures including till reconciliation and shop recovery.
8. Adhere to the relevant retail and health and safety legislation following safe systems of work, manual handling, fire safety and food safety, including participation in relevant training sessions.
9. Provide a welcoming, efficient and well maintained retail environment ensuring that excellent customer service is delivered at all times.
10. Carry out basic housekeeping duties on sales floor, back office and storage areas including cleaning of hot drinks machine.
11. 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. Perform routine tasks to the required standards and agreed timescales, following instructions and routine guidelines and routines.
2. Refer to line manager for prioritising and scheduling of non-standard work.

Resource Management Responsibilities:

1. Monitor and replenish all stock levels and report low stock levels for re-ordering.
2. Responsible for safekeeping of keys, cash and card payments via the agreed policies and procedures.

Internal and External Relationships:

1. Daily contact with Commercial Services Supervisor, work colleagues and University staff.
2. Check and pass on information as required through contact with staff, students and others.

ESSENTIAL CRITERIA:

1. Secondary School education (e.g. GCSE level or NVQ).

2. IT literacy and good keyboard skills.
3. Numerate and accurate when working with figures and handling payments.
4. Ability to record, store and retrieve information.
5. Good oral and written communication skills.
6. Customer focused approach.
7. Ability to deal efficiently with face to face with staff, students and members of the public.
8. A positive and 'can do' attitude.
9. Ability to work on own initiative and as part of a team.
10. Flexible, willing to adapt to new tasks and duties.
11. Keen to learn new skills.
12. Committed to high quality service delivery.
13. Passion for retail.
14. Good time management.

DESIRABLE CRITERIA:

1. Retail or customer focused qualification.
2. GCSE (A - C) or equivalent - Maths and English.
3. Previous experience in voluntary, retail or hospitality sector.
4. Interest/knowledge of operating social media channels including Twitter and Instagram.