

Candidate Information

Position: Customer Assistants
School/Department: Student Plus
Reference: 22/109978
Closing Date: Friday 22 July 2022
Salary: £18,278 plus generous shift allowance (pro rata)

JOB PURPOSE:

To assist within a team in The Union Shop with the delivery of an efficient, effective, customer led retail service. To work as part of a team to deliver excellent customer service and operational standards.

In addition, they will work in any agreed satellite and pop up retail units operated under The Union Shop brand or other University outlets across campus.

There are full time and part time positions available and involves working in a shift pattern over 7 days on campus.

MAJOR DUTIES:

1. Assist with the daily operations of The Union Shop, including serving customers, placing orders, accepting and checking deliveries, merchandising, pricing and storing goods, implementing and communicating promotions.
2. Comply with all card payment, stock and operational procedures, including regular use of EDGEPos system.
3. Maintain appropriate stock levels for agreed categories, in compliance with the Purchasing regulations, ensuring that the business operates at its full potential.
4. 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.
5. Ensure that shop security is maintained at all times through staff and sales floor vigilance.
6. Assist with induction and on the job training for casual staff team.
7. 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.
8. Make a positive contribution to the future development of The Union Shop through suggesting and implementing service and product range improvements.
9. Maintain a clean and tidy environment at all times.
10. Undertake Food to Go duties as and when required.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested by Retail Store Manager/Assistant Store Manager/Customer Team Leader.

ESSENTIAL CRITERIA:

1. Secondary School Education.
2. *A minimum of 6 months' relevant retail experience to include:
 - Cashless transactions.
 - Evidence of excellent customer service.
 - Stock control and management.
 - Use of touch screen EPoS system.
3. Computer Literate.
4. Good numeracy and literacy skills.
5. Understanding of current retail, food safety and health and safety legislation and regulations.
6. Excellent oral and written communication skills

7. Customer focused approach.
8. Good interpersonal skills including ability to communicate clearly with customers.
9. Ability to work on own initiative and as part of a team.
10. Flexible, willing to adapt to new tasks and duties.
11. Good time management.
12. The post holder will be required to be flexible to work 5 out of 7 days per week which may include public and bank holidays to meet the needs of the businesses.
13. They will work in any agreed satellite and pop-up retail units operated under The Union Shop brand or other University outlets across campus as required.

DESIRABLE CRITERIA:

1. Retail or customer focused qualification.
2. *A minimum of 6 months' relevant retail experience in a convenience/grocery store environment to include:
 - Cashless transactions.
 - Evidence of excellent customer service.
 - Stock control and management.
 - Use of touch screen EPoS system.
3. *Food to Go experience.