



## Candidate Information

**Position:** Deli-Counter Assistant  
**School/Department:** Eventus and Culture and Arts  
**Reference:** 23/110996  
**Closing Date:** Monday 12 June 2023  
**Salary:** £21,761 - £22,197 per annum  
**Anticipated Interview Date:** Thursday 22 June 2023

### JOB PURPOSE:

To assist within a team in The Union Shop with the delivery of an efficient, effective, customer led Food to Go Department. To work as part of a team to ensure that high standards of customer service are achieved at all times and in accordance with hot food standards.

The post involves working in a shift pattern Monday to Friday.

### MAJOR DUTIES:

1. Assist with the daily operations of The Union Shop, by serving customers, offering great customer service and product knowledge within the Food to Go Department.
2. To ensure quality products are prepared, baked and sold at all times in accordance with training standards.
3. Comply with all card payment, stock and operational procedures, including regular use of EDGEPos.
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 Food to Go department.
5. Maintain food levels and restocking on time. Work within the parameters of food safety, maintaining daily records.
6. Ensure that shop security is maintained at all times through staff and sales floor vigilance.
7. Ensure a high standard of Personal Hygiene is maintained and comply with Food Safety Regulations.
8. Adhere to the relevant 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.
9. Make a positive contribution to the future development of The Union Shop through suggesting and implementing service and product range improvements.
10. Maintain a clean and tidy environment at all times.
11. Undertake retail duties as and when required.
12. Carry out any other duties which are appropriate to the post as may be reasonably requested by Retail Store Manager/Food to Go Supervisor/Food to Go Team Leader.

### ESSENTIAL CRITERIA:

1. \*Secondary School Education
2. Excellent oral and written communication skills.
3. Customer focused approach.
4. Good interpersonal skills including ability to communicate clearly with customers.
5. Ability to work on own initiative and as part of a team.
6. Flexible, willing to adapt to new tasks and duties.
7. Good time management.

### DESIRABLE CRITERIA:

1. Basic Food Hygiene Certificate.

2. \*A minimum of 6 months' relevant food handling experience in a convenience/grocery store environment to include:
  - Food preparation
  - Evidence of excellent customer service.
3. \*Experience of cashless transactions.
4. \*Retail experience.
5. Computer Literate.
6. Good numeracy and literacy skills.
7. Understanding of current retail, food safety and health and safety legislation and regulations.