



## Candidate Information

**Position:** Customer Team Leader  
**School/Department:** Student and Campus Life  
**Reference:** 24/112024  
**Closing Date:** Monday 1 July 2024  
**Salary:** £27,051 - £28,456 per annum ( Plus 18% Shift Allowance)  
**Anticipated Interview Date:** Wednesday 10 July 2024

### JOB PURPOSE:

To assist the Retail Store Manager and the Assistant Retail Store Manager of The Union Shop with the delivery of an efficient, effective, customer led retail service. To assist the with the running of The Union Shop to ensure all tasks are performed to the highest level and the delivery of an exceptional customer service.

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.

The post involves working in a shift pattern over 7 days on campus.

### MAJOR DUTIES:

1. As the Team Leader on shift, be responsible for the operation of The Union Shop, assisting with the delivery of sales against an agreed target, controlling costs within the allocated budget and delivering a high standard of customer service. Act as keyholder in the absence of others.
2. Assist the Assistant Retail Store Manager to devise a rota for a team of staff. Delegate, and monitor, daily duties to staff ensuring high store standards and exemplary customer service.
3. To assist in the induction, coaching, training and performance management of new and existing staff.
4. Carry out associated routine administrative processes e.g. updating records and staff rotas on a weekly basis, collating paperwork.
5. Ensure that the shop has sufficient stock for each shift and liaise with the Assistant Retail Store Manager as required.
6. Carry out daily line checks on stock lines specified by the Assistant Retail Store Manager.
7. Ensure the correct price levels and till configurations are in use during each shift.
8. Ensure that stock security is maintained at all times through effective staff vigilance and effective enforcement of correct till procedures.
9. Provide a high level of customer service and operational standards whilst ensuring that work conforms to agreed quality standards & guidelines.
10. To ensure all stock is merchandised properly, correct SEL's in place. Ensure the waste recording procedure is followed.
11. Undertake Food to Go duties as and when required.
12. To ensure a high standard of cleanliness in the shop (front and back of house) is maintained at all times.
13. Ensure compliance with all retail, health, safety & food hygiene regulations by implementing agreed safe systems of work laid out by the Retail Store Manager/Assistant Retail Store Manager.
14. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Retail Store Manager and/or Assistant Retail Store Manager.

### ESSENTIAL CRITERIA:

1. \*GCSE English and Maths Grade C or equivalent/NVQ 2 or equivalent in a relevant subject.
2. \*Plus relevant retail experience OR \*Applicants without the relevant qualification but has demonstrable relevant retail experience will also be considered.

3. \*Relevant experience to include:
  - Supervising staff.
  - Evidence of excellent customer service
  - Responsibility for cashless transactions
  - Use of touch screen EPOS system
  - Using relevant computer packages such as Microsoft Office, email and internet.
4. Understanding of current retail ,food safety and health and safety legislation and regulations
5. Ability to record, store and retrieve information.
6. Excellent oral and written communication skills.
7. Good interpersonal skills.
8. Ability to work on own initiative and as part of a team.
9. Ability to delegate workload to meet standards and deadlines.
10. Flexible, willing to take on new tasks and duties.
11. Ability to make decisions and to plan and prioritise within remit of post.
12. Committed to high quality service delivery and customer satisfaction.
13. The post holder will be required to be flexible to work in a shift pattern which covers 7 days including public and bank holidays to meet the needs of the business.
14. 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 an equivalent customer focussed type qualification.
2. Relevant retail experience as in a convenience/grocery environment. OR \*Applicants without the relevant qualification but has demonstrable relevant retail experience in a convenience/grocery environment will also be considered.
3. \*Relevant Food To Go experience to include:
  - Supervising staff.
  - Evidence of excellent customer service
  - Responsibility for cashless transactions
  - Use of touch screen EPOS system
  - Using relevant computer packages such as Microsoft Office, email and internet.