

Candidate Information

Position: Assistant Retail Store Manager
School/Department: Student and Campus Experience
Reference: 26/113123
Closing Date: Monday 2 February 2026
Salary: £29,594 - £32,186 per annum
Anticipated Interview Date: Thursday 19 February 2026

JOB PURPOSE:

To assist the Retail Store Manager of The Union Shop with the delivery of an efficient, effective, customer led service. In addition, support the operation of any agreed satellite and pop-up retail units operated under The Union Shop brand across campus.

The post holder will ensure the highest levels of customer care are achieved, sufficient staff levels are maintained and that health & safety is achieved at the highest standard.

MAJOR DUTIES:

1. To assist the Retail Store Manager with the day-to-day retail and merchandising operations for The Union Shop, by achieving and exceeding agreed budgeted sales and margins, whilst providing a value for money service and adhering to the ethos of the One Elmwood Student Centre.
2. Supervise and allocate work to appropriate staff, regularly monitoring and reviewing quality of work done of the shop staff to ensure the provision of a well maintained, adequately stocked, compliant and customer focussed operation.
3. Assist with the development of a competitively priced and appropriate student focussed product range.
4. Support the Retail Store Manager in liaising with the retail partner, The Henderson Group, ensuring that trading is in line with the agreement and utilising their support and expertise where required.
5. To assist the Retail Store Manager to organise and control replenishment of stock, ensuring pricing is accurate whilst maintaining high standards of store merchandising. To fully operate The Union Shop's procedures in relation to ordering, receiving goods, stock holding and control of wastage and stock loss.
6. Oversee the administrative duties relating to wages and staff hours, daily and weekly management of casual staff through QWork including hours worked check and rota communication.
7. Supervise the start and end of day till reconciliation, internal and external account management procedures.
8. To assist the Food to Go Department within The Union Shop as required.
9. Oversee shop security and ensure that it is always maintained through staff and sales floor vigilance.
10. Coordinate the recruitment, induction and on the job training for all part time and casual workers.
11. Co-ordinate and participate in Health and Safety, Retail and Food Hygiene induction and follow up training.
12. Provide regular staff communication to promote involvement and achieve good employee relations and provide regular feedback to team employees.
13. Collect and analyse sales data using results to make suggestions for improving service and product range opportunities through engagement with students, staff and external customers and suppliers.
14. Encourage new business by meeting internal customers, Clubs and Societies, University staff. Students' Union Executive and external customers.
15. Oversee staff and stock plans for ad hoc 'special events' across the University campus.
16. To assist with the operation and management of any agreed satellite and pop-up retail units operated under The Union Shop brand across campus.
17. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Retail Store Manager.

ESSENTIAL CRITERIA:

1. GCSE English and Maths at Grade C or above (or equivalent) or NVQ Level 2 Administration.
2. A minimum of two years experience in a similar role and relevant retail environment.
3. Experience in a customer service environment.
4. Experience of supervising staff, including design of staff rotas.
5. Experience of using relevant computer packages such as Microsoft Office, email and internet.
6. Experience of back-office management of EPoS system.
7. Experience of stock and waste management.
8. Good level of numeracy and literacy skills.
9. Visual display/merchandising experience.
10. Good keyboard skills.
11. Understanding of current retail, food safety and health and safety legislation and regulations.
12. Ability to record, store and retrieve information.
13. Good oral and written communication skills.
14. Capable of following oral and written instructions.
15. Good interpersonal skills, including the ability to communicate clearly with staff, students, internal and external customers.
16. Ability to work on own initiative and as part of a team.
17. Ability to manage resources.
18. Ability to plan and organise workload to meet standards and deadlines
19. Flexible, willing to take on new tasks and duties.
20. Ability to make decisions and to plan and prioritise within remit of post.
21. Organised, methodical approach to work.
22. High standard of personal presentation and hygiene.
23. The post holder will be required to be flexible to work in a shift pattern which covers Monday to Friday between the hours of 7am to 7pm and Saturdays when required including public and bank holidays to meet the needs of the business.

DESIRABLE CRITERIA:

1. Retail or an equivalent customer focused type qualification.
2. At least two years experience of staff management/supervision in a fast moving commercial goods (FMCG) retail environment.
3. Food preparation experience.