

Post Description

Position	Retail assistant	Position No.	11525
Directorate/College/ Research Institute	Directorate of Commercial Services - Retail Department,		
Grade	S2 Grade: £18,529 - £19,209 per annum plus £2,166 per annum London Weighting		
Contract type	Full-time Permanent		
Accountable to	Senior Retail Assistant		
Reports	None		
Internal stakeholders	Customers – Students and staff Finance Residences		
External stakeholders	Supplier partner – currently Costcutter Supermarket group Direct suppliers Epay and TFL Oyster		
Date reviewed	May 2022		

Main accountabilities:

This role will encompass all the general day to day duties of a Retail assistant working in a busy store. These include; serving customers, replenishing stock and keeping the shop floor clean and tidy. Other responsibilities will include supervising agency staff, stock ordering, reconciling the tills and opening/closing the store when necessary. This is a very busy operation, so you need to have a hands-on approach and a positive attitude.

Key duties and responsibilities:

- Welcoming customers, answering general queries and maintaining high levels of customer service at all times.
- Handle cash using EPOS tills, includes handling of credit/debit cards and the reconciliation of the tills in line with the University's cash handling policy.
- Comply with Health and safety regulations and demonstrate understanding of Food Safety.
- Ordering products from suppliers, receiving deliveries, processing delivery notes and replenishing stock according to planogram. Stock replenishing may involve lifting product cases of up to 20Kg.
- Checking and maintaining stock levels instore and completing regular stocktaking exercises.
- Follow the opening and closing procedures correctly including the completion of any checklists.
- Carry out appropriate checks and follow procedure when serving age restricted products.
- Attend work looking clean, smart and wearing the provided uniform correctly.
- Attend and complete all compulsory training as required.
- Motivate agency staff to achieve their daily targets as set by the Senior Retail Assistants.
- Communicate effectively, on a daily basis, with the Retail management team, colleagues and customers.
- Bake products in the in-store bakery following food safety procedures and processes.
- Delivery of online shopping orders within the University in accordance with the delivery procedure.
- The role involves manual handling duties, prolong standing/sitting (in excess of 1 hour) and lone working on some occasions.

Effective Behaviours

- Timeliness
- Meeting Deadlines
- Communication and Networking
- Networking group across colleges
- Ability to negotiate and influence
- Ability to plan and organise own workload
- Ability to adapt to a flexible approach to the demands of a busy Department in order to accommodate changes in priorities when required
- Cover for colleagues in their absence as appropriate
- Participate in meetings and attend training events as necessary, supporting the department with any introduction to new technologies, enhancements to process or changes to day to day management of administration.

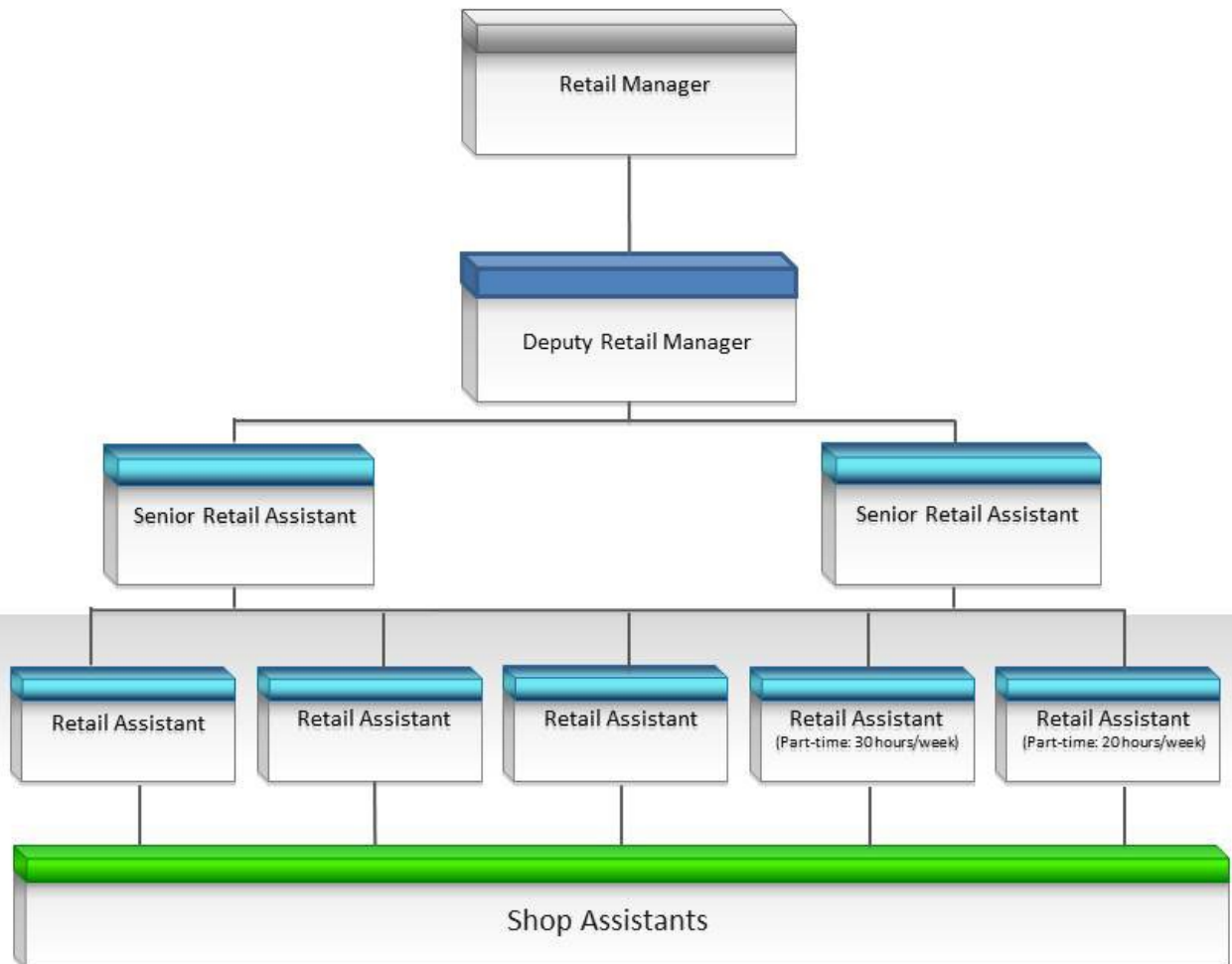
University Employment Policy:

1. Undertake any other reasonable duties as required and commensurate with the grade of post.
2. Adhere to and comply with the provisions of the Data Protection Act and the Health and Safety at Work Act in accordance with University policies.
3. Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities to help foster a diverse workforce.
4. Adhere, comply and work in accordance with University and Departmental policies, procedures and codes of conduct.
5. Promote the University's Environmental Policy and demonstrate commitment to it through actions and decision making.
6. Actively participate in on-going professional development activities as requested

Organisational Chart

The organisational chart comprises of the role, the manager of the role and any direct reports to the role.

Retail organizational chart



Disabled applicants meeting the Essential criterion will be guaranteed an interview as part of the University's commitment to the Disability Confident Scheme.



Person Specification

Attributes	Criteria	Essential /Desirable	How measured
Education, qualifications & training	Numeracy and literacy qualifications	E	Application form
	Customer service training	D	
	Basic Food Hygiene certificate	D	
Experience	Cash handling	E	Application form and Interview
	Working with a stock management system	D	
	Admin work	D	
	Retail excellence compliance	D	
	Working in retail sector	D	
Knowledge, skills and abilities	Knowledge of Retail legislations (cigarette legislations, challenge 25)	E	Application form and interview
	Knowledge of Cash handling processes and procedures	E	
	Excellent customer service skills	E	
	Ability to communicate with colleagues, managers and customers	E	
	Good at multi-tasking and team work	E	
	Honest, trustworthy and reliable	E	
	Ability to work unsupervised	E	
	Knowledge of stock management system	D	
	Microsoft office skills	D	
Good at Interpreting numerical data	D		
Additional Attributes Required (not included above)	A willingness to undertake further training as appropriate and to adopt new procedures as and when required	E	Application form and interview
Additional Requirements			

Job Hazard Assessment Form (JHF)

Job description attached (must incorporate identified hazards)			
Please tick all relevant workplace hazards identified with this position. Currently the University, as a minimum runs Health Surveillance programmes for staff working with skin and respiratory sensitizers, Biological Agents Class 2 and above and GMOs.			
<input type="checkbox"/> Display screen equipment	<input checked="" type="checkbox"/> Manual handling	<input checked="" type="checkbox"/> Prolonged standing e.g. 1 hour plus	<input checked="" type="checkbox"/> Prolonged sitting e.g. 1 hour plus
<input type="checkbox"/> Biological agents: Class 2 and above and GMO Class 1	<input type="checkbox"/> Human blood, tissue or fluids	<input type="checkbox"/> Respiratory sensitizers or laboratory allergens e.g. animals	<input type="checkbox"/> Skin Irritant/Chemicals
<input type="checkbox"/> Work in confined places	<input type="checkbox"/> Ionising radiation	<input type="checkbox"/> Noise (more than 80 dba- 8 hrs. law)	<input checked="" type="checkbox"/> Lone working
<input type="checkbox"/> Use of dangerous machinery	<input type="checkbox"/> Electrical hazards	<input type="checkbox"/> Shift work/night work	<input type="checkbox"/> Work outdoors
<input type="checkbox"/> Neck & arm vibrating equipment	<input type="checkbox"/> Fork lift truck driving	<input type="checkbox"/> Work at heights	<input type="checkbox"/> Lasers
Any other hazards (e.g. food handling) please specify and ensure that appropriate guidance has been received from the Health & Safety office:			
Physical demand of the job:	<input checked="" type="checkbox"/> Lifting	<input checked="" type="checkbox"/> Carrying	<input checked="" type="checkbox"/> Bending <input checked="" type="checkbox"/> Pushing
If lifting/carrying duties expected, please give details of heights/weight load(s) the individual is expected to lift/carry and frequency: carrying/ lifting up to 20KG on a daily basis			
Travel/Off-site working:	% of time:	<input type="checkbox"/> UK	<input type="checkbox"/> Overseas
Driving for work:	<input checked="" type="checkbox"/> None/Occasionally	<input type="checkbox"/> Daily	<input type="checkbox"/> Weekly
Management responsibility:	<input type="checkbox"/> Supervisor	<input checked="" type="checkbox"/> Non-supervisory	
Hours of work:	<input type="checkbox"/> Full time	<input checked="" type="checkbox"/> Part time 20 hours	
<input checked="" type="checkbox"/> Non-standard contractual hours? (evenings/weekends) <input type="checkbox"/> Night work			
Frequency, number of hours, type of work outside standard hours: TBC			
Other – including occasional or possible work hazards (please specify nature and frequency):			