



JOB DESCRIPTION

Job title	Retail Team Leader
Salary range	£7.68 per hour
Department	Retail – Trading
Working pattern (hours/weeks etc)	Zero Hours Contract – hours offered to suit the needs of the business primarily during University term time
Responsible to	Retail Manager / Assistant Retail Manager
Supervisory responsibility	Retail Assistants
Job purpose	To coordinate the effective operations of the Students' Union Retail outlets, ensuring staff members are effectively carrying out duties and to ensure sales opportunities are maximised on a day to day basis.

Main duties and responsibilities

1	Assisting the Retail Management, Supervisors and other Team Leaders in ensuring that the retail outlets are effectively managed in preparation and during trading hours
2	To be responsible for making optimum use of working time including but not limited to, queue management, deploying staff and responding to changing needs of the shop floor (i.e cleanliness, presentation and general housekeeping)
3	To be responsible for allocating duties to staff members and scheduling rest breaks in line with agreed entitlements and policy
4	Training and developing current and new staff members whilst ensuring department aims and objectives are adhered to

5	To ensure compliance with the terms of NTSU's liquor license, fire safety and other laws and regulations and any other constraints or procedures applicable to the supply of products and service
6	To promote and ensure excellent customer service is used at all times
7	To be responsible for stocking shelves, displaying and pricing goods in accordance with set standards and statutory requirements
8	To assist with the ordering and control of stock as directed by the Retail Management and Supervisors

Secondary and other duties

1	Ensuring staff members adhere to the current standards of presentation and dress, ensuring full uniform is worn whenever on duty
2	To support the maximising of sales to achieve daily sales targets
3	To assist with maintaining the security of stock through rotation, code checking, temperature control and theft awareness
4	Ensuring all staff members adhere to current cash control procedures
5	Assist the department managers / supervisors with the coordination and implementation of regular stocktakes

Standards

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU
- The post holder will at all times uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU
- The post holder will be expected to actively support good practice in energy efficiency, waste reduction, recycling and champion the organisation's ethical and environmental policies

Miscellaneous

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.

- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

EMPLOYEE SPECIFICATION

Job title	Retail Team Leader
Department	Retail – Trading
Responsible to	Retail Manager / Assistant Retail Manager

Criteria	Essential	Desirable
Experience	Of cash handling	Working in a convenience / F.M.C.G store environment
	Demonstrate able experience of working within a retail environment	Previous supervisory experience
	Ability to effectively implement organisational standards	Familiar with EPOS system / operations
Skills	Ability to take direction from managers	
	Ability to prioritise tasks and delegate work	
	Ability to work under own initiative and make decisions in the absence of line management	
	Trustworthy and reliable approach to working	
	Strong interpersonal skills	

	Skills to deliver excellent customer service	
	High attention to detail	
Knowledge	Basic level of education including literacy and numeracy	GCSE English and Maths or equivalent
	Ability to use the Microsoft office suite effectively	Basic food hygiene certificate
	Proven experience of working on a till accurately	NVQ Level 2 in Customer Service