



## JOB DESCRIPTION

<b>Job title</b>	Retail Assistant
<b>Salary range</b>	£12.71 per hour
<b>Department</b>	Retail – Commercial
<b>Working pattern (hours/weeks etc)</b>	Zero Hour Contract – hours to suit the needs of the business during term time
<b>Responsible to</b>	Retail Manager / Assistant Retail Manager
<b>Supervisory responsibility</b>	N/A
<b>Job purpose</b>	To ensure each customer receives an excellent customer experience when using the Union Shop outlets. To support the maximising of sales and to effectively participate in activities that supports the operational running of the businesses. Duties include cleaning of the store and all equipment, stock rotation and merchandising, delivery unloading and stock control.

### Main duties and responsibilities

1	To greet and interact with customers on the shop floor, creating an approachable, friendly and customer orientated service
2	To promote good quality customer care in accordance with prevailing Company policies
3	Adhere to the current procedures for standards of presentation and dress ensuring that name badge and full uniform are worn whenever on duty

4	To make optimum use of working time by ensuring that cleanliness, presentation and general housekeeping is attended to in the event of downtime periods
5	To ensure compliance with the terms of NTSU's liquor license, fire certificate and general law of the land and any other constraints applicable to the supply of products and service
6	To assist in maintaining a clean, tidy and safe sales area and back-of-house area
7	To be responsible for stocking shelves, displaying and pricing goods in accordance with set standards and statutory requirements
8	Assisting with regular stock checks and annual stock takes
9	To carry out basic food preparation and cooking of baked goods, ensuring all food safety and hygiene standards are strictly maintained
10	Engages in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures

### **Secondary and other duties**

1	Ensure that all Health and Safety procedures are followed reporting any concerns to either the Retail Management or Shop Supervisor
2	Rotate stock, code checking, temperature checking
3	Keeping the Shop and displays clean and tidy and up to date at all times
4	Receiving deliveries, unpacking and re-stocking or storing stock
5	Operating the till and accurately handling cash, cheques and credit/debit cards
6	Tries new and sustainable practices: whenever possible, employee tries to reduce the negative environmental impact of their work – especially their waste and greenhouse gas emissions

### **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**

<b>Job title</b>	Retail Assistant	
<b>Department</b>	Retail - Commercial	
<b>Responsible to</b>	Retail Manager / Assistant Retail Manager	
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Experience		Previous Shop working experience
		Cash handling experience
		Familiar with EPOS tills
	Minimum age of 18	Familiarity with sustainable office practices
Skills	Good interpersonal skills	
	Able to deliver good customer service	
	Ability to take direction from others	
	Self-motivated and able to work independently	

	Reliable	
Knowledge	Basic level of education, including literacy and numeracy	GCSE English and Maths or equivalent
		Basic food hygiene certificate
		Understands what can be recycled on campus, and how to recycle it properly