



NOTTINGHAM TRENT STUDENTS' UNION

JOB DESCRIPTION

Job title	Retail Supervisor
Salary range	£25,623* (Band E) per annum <i>*pending pay award</i>
Department	Commercial Services - Retail
Working pattern (hours/weeks etc)	37.5 hours per week, working 5 days out of 7 per week, 52 weeks per year. The post-holder will work across all NTU campuses as necessary, depending on the needs of the organisation but will mainly be based at Clifton Campus.
Responsible to	Assistant Retail Manager
Supervisory responsibility	Student Staff
Job purpose	To support the retail management team to ensure the correct, efficient, and profitable operation of all NTSU retail outlets. Including the management and training of casual student staff whilst providing an excellent service to students, staff and visitors.

Main duties and responsibilities

1	Effective stock and financial procedures in accordance with NTSU policy and accepted retail best practice.
2	Supervising a team of casual student staff, taking the lead in all recruitment, induction, and training activities. Ensuring all rota and timesheets are completed in an effective and timely manner.
3	Making optimum use of working time, including, queue management, deploying staff and responding to the changing needs on the shop floor e.g., cleanliness, presentation and general housekeeping is attended to during downtime.
4	Training new staff to the Union Shops Standards and identifying training needs in existing staff, taking appropriate action where necessary.

5	Observe and ensure the enforcement of the licensing laws as directed by Designated Premises Supervisor, to protect and uphold the premises licence.
6	Order stock and ensure deliveries are received and checked in accordance with company procedures. Maintaining security of stock holding and ensure effective stock usage.
7	Ensure that all administration associated with stock handling and cash handling procedures are implemented in an accurate and timely manner including all paperwork associated with the retrospective claiming of incentives from suppliers.
8	Data entry on the EPoS system as well as analysing sales and other relevant information.
9	Ensure that all areas are clean and appealing, meeting the highest standards and are in line with relevant health and safety legislation.
10	Coordinate merchandising, marketing, point of sale and promotional activity to ensure a clear message is achieved where appropriate.
11	Operating in line with the organisations standard opening and closing procedures.
12	Ensuring the team are fully briefed and trained on any new products or promotional activity as appropriate.
13	Engage in sustainable practices while in the workplace – accepts and follows sustainable office policies and procedures.

Secondary and other duties

1	Assist in ensuring that the retail outlets meet environmental best practice.
2	Identify and communicate improvements in processes to the retail management team.
3	To ensure work is conducted in line with relevant legislation, policy, and procedure, including the departmental completion of monthly finance requirements.
4	Attend and contribute to meetings and training events as required.
5	To give and be willing to receive constructive feedback and be open to new ways of working.
6	Try new and sustainable practices: whenever possible, employee tries to reduce the negative environmental impact of their work – especially their waste and greenhouse gas emissions.

Conduct and Attitude

The Union expects that the post holder will undertake their duties in a manner conducive to creating a pleasant and positive working environment, role modelling appropriate standards of behaviour and etiquette between themselves and beneficiaries, stakeholders, customers and colleagues. The post-holder will have the ability to deliver and receive constructive feedback, fostering an environment of continuous improvement and development.

Standards

At all times, the post holder will;

- Portray a positive image of NTSU, both professionally and personally.
- Actively support good sustainability practices in line with the organisation's ethical and environmental policies.
- Promote and share our commitment to a culture of equity, diversity, and inclusion, being empowered to report any concerns in line with the relevant NTSU procedures.
- Uphold the values of NTSU, demonstrating high standards of integrity, accountability, respect for others, courtesy and professionalism.
- Have a flexible approach and be willing to support colleagues in their department and the wider NTSU team.
- Undertake any reasonable task that helps NTSU achieve its objectives, given their role and position in NTSU.

Miscellaneous

- This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities.
- NTSU will periodically examine job descriptions/person specifications to ensure they accurately reflect each role.
- Following consultation with the post holder, this specification is subject to alteration to account for any substantive change in duties and or level of responsibility.

EMPLOYEE SPECIFICATION

Job title	Retail Supervisor
Department	Commercial Services - Retail
Responsible to	Assistant Retail Manager

Criteria	Essential	Desirable
Experience	Working in a busy retail environment.	Working in a multi-site operation.

	Stock control and ordering, including stocktaking and audit control.	Using and maintaining EPoS systems.
		Working in a student led and democratic environment.
	Compiling effective staff rotas and accurate completion of timesheets.	Experience of Maintenance of an online shop.
	Dealing with suppliers.	Attending NUS events and training.
	Working to budgets.	Budget setting and management.
		Recruitment of, leading and developing a team.
		Familiarity with sustainable office practices.
Skills	Ability to work well under pressure whilst maintaining excellent customer service.	
	Self-motivated, with the ability to work on own initiative.	
	Excellent attention to detail.	
	To create and maintain effective systems to record legal compliance and best practice.	
	Excellent communication skills, able to liaise with a diverse team and customer base.	
	Customer service focussed.	
	Ability to work effectively as part of a team.	

	Excellent problem-solving skills.	
	Demonstration of NTSU's core organisational values.	
Knowledge	Of health and safety legislation and application of risk assessments.	Food hygiene qualification to CIEH Level 2 or equivalent.
		Of the NUS supply process.
		Leadership qualification.
		To hold a Personal Licence or relevant BII qualification.
		First Aid at Work qualification.
		Understands what can be recycled on campus, and how to recycle it properly.