

Retail Assistant

Contract:	Fixed, ending 29 th July 2022
Hours of work:	Flexible, up to 15 hours per week, with the possibility of extra to cover annual leave/sickness
Salary:	From £8.36 per hour (national living wage applies for applicants 23 and over)
Location:	The Union of Students' retail shops at Kedleston Road and Markeaton Street campuses.

The Union of Students are seeking to recruit new Retail Assistants for the start of the academic year. We are looking to hire students who are enthusiastic, passionate and customer focused, with a desire to learn and work in a variety of environments.

Ideally, candidates will have experience working in a customer facing role in a retail environment with experience of opening and closing procedures. However, the Union will fully train successful applicants.

In return, the Union can offer you flexible working hours to fit around your study, great rates of pay and the opportunity to make new friends.

To download the recruitment pack please refer to our website the link is:

<http://www.derbyunion.co.uk/jobs>

Please send your completed application form to josh.reed@derbyunion.co.uk no later than 12 noon Monday 24th January 2022.

Applicants chosen to progress to the interview stages will be informed no later than Wednesday 26th January 2022. Interviews will be held on Friday 28th January 2022.

****We reserve the right to close this advertisement early if we receive a high volume of suitable applications****

The Union of Students' is an equal opportunities employer and can objectively justify why certain roles are designated for students. We have a commitment to provide casual employment to students where roles are identified that suit such a cohort. We are an equal opportunities employer; and encourage and value diversity for our employees. We are happy to discuss any reasonable adjustments individuals may require in the recruitment process, on commencement or once in post. We will consider flexible working arrangements and champion equal opportunities, equality and dignity in the workplace.

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JOB DESCRIPTION FOR RETAIL ASSISTANT

MAIN PURPOSE OF THE ROLE:

The main purpose of this role is to assist the Retail Manager with the effective management of the Union of Students retail outlets. To provide high quality customer care and efficient stock replenishment. The role will also require maintaining high standards of hygiene and complete all routine organisational checks and paperwork as required within our retail outlets. To promote a positive and professional image of the Union of Students to its members, customers, stakeholders at all times.

RESPONSIBILITIES:

Cash Handling:

- To conduct end of day cashing up and cash uplifts during shift, ensuring the correct floats and limits are maintained
- To ensure that any monies taken from the customers are correctly accounted for and any change given is of the correct amount
- To ensure that all policies and procedures are adhered to without compromise

Main Duties:

- To adhere to open and closing procedures
- To lead by example with excellent customer service efficiently and effectively in accordance with the standards of the Unions customer service policies
- To carry out stock rotation duties and pest checks when required and complete relevant paperwork.
- Maintain the outlets health and safety and hygiene standards
- Adhere to all policies and procedures of the Union
- Work to support and as part of a democratic organisation
- Complete all paperwork as required
- To ensure that our retail shops are merchandised in the most attractive fashion
- To ensure all deliveries are processed in accordance with Union procedures, ensuring stock rotation of all stock
- To ensure that no activity takes place in the outlets that may result in the suspension or loss of store licenses

Other key tasks

- Support all the retail promotional activities
- To attend team meetings
- To work effectively as part of a team
- To correctly carry out promotional duties
- To ensure the staff dress code is adhered to
- To seek continual development and improve union facilities and services.
- To ensure all hours worked are recorded accurately
- To work in a team being adaptable and flexible, working with colleagues to produce the standards required and to cover other team members as necessary.
- To attend and complete all annual outlet training

Performance Measures:

- Line Management appraisals
- Customer feedback
- To complete all annual training such as health & safety and any other relevant training

General:

The principle role and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.

All employees are expected to work within the ethos of the Union and strive to achieve the following:

1. To work at all times within relevant legislation as well as structures, policies and procedures.
2. To work co-operatively with other Union of Students staff and officers, as well as relevant external organisations.
3. To adhere to the highest standards, especially of customer service and safety.
4. To seek to continually develop and improve our facilities and services.
5. To undertake necessary training and to attend all meetings as requested.
6. To promote a positive and professional image of the Union of Students to its members, customers, stakeholders and other external people.
7. To positively contribute to the organisations ethical & environmental ethos.
8. To perform any other additional reasonable duties as deemed appropriate.

Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff handbook.

A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Welcome Weeks, Elections and any other key events if necessary.

This list is not exhaustive and is a general indication - the role holder will be expected to complete any reasonable task requested of them.

PERSON SPECIFICATION FOR RETAIL ASSISTANT:

CRITERIA	Requirement	Application	Interview Day
REQUIREMENTS:			
Studying at Derby University	Essential	✓	
Be available for an immediate start following a successful interview	Essential	✓	✓
Be available to work flexible and unsociable hours form early mornings and weekends	Essential	✓	✓
EXPERIENCE:			✓
Of end of day cashing up	Desirable	✓	✓
Of giving excellent levels of customer service	Desirable	✓	✓
Of working in a retail environment	Desirable	✓	✓
Of working effectively in a team and using own initiative	Desirable	✓	✓

ATTRIBUTES/SKILLS:			✓
Excellent interpersonal and communication skills at all levels over complex issues (written and oral)	Essential	✓	✓
Able to create and maintain good working relationships with our members, staff and promoters	Essential	✓	✓
Ability to work in a fast paced environment	Essential	✓	✓
Able to overcome problems in a constructive manner	Essential	✓	✓
Excellent timekeeping	Essential	✓	✓
Presentable at all times	Essential	✓	✓
VALUES AND ETHICS			
Desire to work within a democratic and student led environment	Essential	✓	✓
Understanding and commitment to equal opportunities	Essential	✓	✓
Desire to work within an organisation that serves a culturally diverse membership	Essential	✓	✓
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential		✓