

Part Time Retail Assistants

Contract:	Fixed, ending 28 th August 2020, subject to a satisfactory 3 month probationary period
Hours of work:	Up to 20 hours per week
Salary:	£8.52 per hour, including additional holiday pay
Location:	Union of Students retail shops at Kedleston Road, Markeaton Street and Britannia Mill campuses.

The Union of Students are seeking to recruit new part-time retail assistants for the start of the academic year to be part of our vibrant Union team.

We are looking for experienced, enthusiastic individuals who are passionate about enhancing student life, dedicated to delivering excellent customer service and who have a desire to work across a variety of venues.

Ideally, you will have experience working in a retail environment. However, this is not essential as the Union fully train successful applicants ready to welcome students back from the summer break.

In return for hard work, the Union can offer you flexible working hours to fit around your study, competitive rates of pay, holiday pay and the opportunity to meet new people from all backgrounds who could become friends for life.

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 **5.00pm Friday 23rd August 2019.**

Interviews will be held on **Wednesday 4th September 2019**, successful applicants through to this stage of the recruitment process must be available to attend the compulsory training day on: **Tuesday 17th September 2019 from 11.00am to 3.00pm**

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.

JOB DESCRIPTION AND PERSON SPECIFICATION

MAIN PURPOSE OF THE ROLE:

The main purpose of this role is to provide high quality customer care and service in an efficient and timely manner. To ensure the efficient replenishment of stock while maintaining a safe and clean working environment.

RESPONSIBILITIES:

Cash Handling:

- 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 serve customers efficiently and effectively in accordance with the standards of the Union of Students Customer Service Policies.
- To carry out stock rotation duties and pest checks when required and complete relevant paperwork.
- Maintain the retail shops health and safety and high standards of hygiene
- To complete all routine organisational checks and paperwork as required within our retail shop
- To adhere to all policies and procedures of the Union
- To support all the retail promotional activities
- To complete all relevant retail paperwork as required
- To assist the retail management and team leaders in opening and closing the shops as required.
- To work effectively as part of a team and attend team meetings
- To correctly carry out promotional duties
- To ensure that our retail shops are merchandised in the most attractive fashion
- To ensure the staff dress code is adhered to
- To seek continual development and improve union facilities and services

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 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 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 information guide.

A condition of the employment is that all staff are expected to assist in key events throughout the year e.g. Fresher's, Elections and any other key events if necessary. Staff are expected to portray a positive image both internally and externally of the Union by displaying standards of service integrity, punctuality, politeness, and professionalism.

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 PART TIME STUDENT 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 all hours form early mornings and weekends	Essential	✓	✓
EXPERIENCE:			✓
Of handling Cash	Desirable	✓	✓
Of giving excellent levels of customer service	Desirable	✓	✓
Of working in a similar 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 which serves a culturally diverse membership	Essential	✓	✓
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential		✓