

Job title:	Retail Manager
Starting salary:	£26,204 subject to TAX and NI and if applicable pension contributions
Contract:	Permanent (subject to a 6-month probationary period)
Hours of work:	37 hrs per week, Monday – Friday between 7:30 am and 6:30 pm with occasional weekends
Places of work:	Kedleston Road and Markeaton Street

The Union of Students are looking for a new Retail Manager for the Union of Students, University of Derby.

With the offer of flexible working between **7:30 am and 6:30 pm Monday to Friday**, with the occasional weekend.

This is a great opportunity to grow your leadership skills and have a positive impact on the student membership, because you will be involved in developing the Union of Students retail outlets by supporting, leading, and developing the retail team in creating a culture of excellence in customer service for our members, the students.

If you are passionate about all things retail, then we want to hear from you!

To download the full recruitment pack including the job description and person specification please refer to our website the link is: <http://www.derbyunion.co.uk/jobs>

Please submit your completed application to workwithus@derbyunion.co.uk

The deadline to receive applications is: **5:00 pm Monday 29th August 2022**

Interviews will be held on Monday 5th September / Tuesday 6th September 2022 at Kedleston Road, Derby, DE22 1GB.

If selected for an interview, you will be advised what recruitment tasks will be undertaken on the day to support the panel at interview.

If successful at the interview stage, ideally an immediate start is favourable following the recruitment process.

Diversity and Inclusion

The Union encourages enquiries from everyone and value diversity for our employees. We are willing to consider flexible arrangements around the needs of the business and champion equal opportunities, equality and dignity in the workplace.

JOB DESCRIPTION FOR RETAIL MANAGER

Purpose of Role:

The main purpose of this role is to be responsible for the efficient and effective running of the retail operations within the Union. Developing your team to reach their potential and business objectives.

It is your duty to create and manage budgets and related expenses in order to ensure the profitability of retail by driving sales and controlling expenditure. You are to develop the business by monitoring and addressing any fluctuations in trading and develop opportunities and services on offer within the shop to meet the needs of the business. You are also expected to ensure that all the sites comply with relevant legislation, the organisation's policies and the requirements of the central buying group in terms of purchasing policy.

Operational Management

- To develop the retail team leaders and students staff team to reach their potential and provide exceptional customer service. Appropriately addressing any performance issues in line with the policies and procedures.
- To promote the unions values and integrate union activities into the retail environment.
- To ensure all sites comply and adhere to the organisational policies and procedures of the Union, e.g. Equity & Diversity Laws, recruitment etc.
- To ensure all sites maintain and comply with Health & Safety and hygiene standards by adhering to government legislation regarding Food Laws (freshness and dates), Tobacco Age Restrictions 18 +, and Drug Restrictions such as the sales of Paracetamol 16 +.
- To ensure that all operational procedures for each retail outlets are adhered to and reporting any discrepancies back to the Head of Operations.
- Ensure that all units are opened and closed in an appropriate manner and in accordance with the organisation's procedures.
- Organising employee rotas ensuring all units are operational – including liaising with the University for opening times for key events and open days.
- To ensure that all outlets are attaining the highest level of customer service possible.
- Be responsible for all retail equipment, fixture, and fittings including the cleaning, maintenance and operation.
- To uphold all current Health & Safety legislation including Food Hygiene Regulations.
- To adhere to all lifting and handling policies.
- To monitor and control buying by following NUS regulations.
- To monitor and control promotional activities.
- To work with the Marketing team on all promotional activity to ensure maximum engagement.
- To uphold all current Health & Safety legislation including Food Hygiene Regulations.
- maintain existing and build new relationships with key stakeholders, including the University and suppliers.
- To undertake reviews and evaluations for efficiency and profitability and ensure that the products on sales are suitable for a student market.
- Achieve sales targets and monitor and analyse sales figures.
- To manage the retail budgets, analyse future sales forecasts and develop the business where necessary.

Finance

- To control the budgets for the two retail stores Keddies and The Street.
- To be responsible for the security of cash in each retail store and ensure that procedures are followed including banking.
- To audit and control the spending within each store.
- To adhere to the purchase ordering procedures and purchasing within the NUS buying consortium.

Staffing

- 3 x Retail Team Leaders
- Student Retail Assistants

Key Tasks

- To work with the EPoS provider to ensure we fast and efficient service to customers.
- Stock management; delivery audits, filing and booking in deliveries.
- Merchandising: planograms, ticketing and organizing stock to maximize sales.
- Managing the tills; ensure that excellent customer service is being received, monitor queue management and resolve any complaints or cash discrepancies reported immediately and to investigate how they occurred.
- Quality assurance; auditing quality of products and checking dates of products.
- Manage stock replenishment as and when necessary, ensuring there is control of stock in all locations and that regular stock checks are made. Conducting Stock taking activities across all sites.
- To ensure that stock losses are investigated and resolved and that damaged and out of date stock is managed and disposed of compliantly according to waste policies and reported to Head of Finance and Head of Operations.
- To ensure waste is at a minimum through tight stock control.
- Conduct temperature checks and audits as required.
- To work co-operatively with other Student Union staff and Officers, as well as relevant external organisations; and maintain good working relationships with suppliers.
- To promote a positive and professional image of the Union of Students to its members, customers, stakeholders and other external people.
- To ensure that the focus of all outlets is 'student led' which will mean constantly reviewing product range and brand proposition to be in line with the values of the organisation.
- Inventory; conduct month end reporting.
- Organise the staff rota and holiday planning.
- Carry out store audits; include safe checks, bookkeeping, and Health & Safety audits as required.
- To monitor and address any fluctuations in trading and develop opportunities and services on offer within the shop to meet the needs of the business.
- To seek to continually develop and improve Union facilities and services.
- To keep up to date with sector developments, local competition and students views/needs, where necessary undertaking market research to generate such information.
- To undertake necessary training and to attend all meetings as requested.
- To conduct stock takes at both
- To prepare all budgets and reforecasting, ensuring all shop finances are properly accounted for and the organisation's financial procedures are strictly adhered to. Monitoring these regularly.
- To conduct staff meetings with follow up reflection meetings.
- Ensuring that each member of staff has their own personal development plans and a wider understanding of the organisation and how they fit into it.
- To be responsible for the recruitment, induction and training of new staff during intake periods.
- To positively contribute to the organisation's environmental ethos.

General Notes

- The principle roles and responsibilities will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate.
- Staff are required to have a Personal Development plan and to participate in training, meetings or conference considered relevant to their job. 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. Freshers Fair, Union events and any other key events, including elections 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.

- The Union of Students envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.

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 THE RETAIL MANAGER

CRITERIA	Requirement	Method of assessment		
		A	I	P/T
QUALIFICATIONS				
Grade C English and GCSE Maths or above	Essential	✓		
Management or Leadership certificates	Desirable	✓		
EXPERIENCE				
People and retail management	Essential	✓	✓	
Stock merchandise, ordering and control	Essential	✓	✓	
EPoS control	Essential	✓	✓	
Operating tills and cash handling	Essential	✓	✓	
Excellent communication and customer service	Essential	✓	✓	
Retail trading standards and legal practice	Essential	✓	✓	
Stock taking or inventory audits	Desirable	✓		
Employee Recruitment	Desirable	✓		
Training and developing teams	Desirable	✓		
Setting targets and budget control	Desirable	✓		
ATTRIBUTES				
A professional attitude and approach to work	Essential	✓	✓	
To have a flexible approach to work	Essential	✓	✓	
To show enthusiasm even when working under pressure	Essential	✓	✓	
To be self motivated and realistic about own abilities	Essential	✓	✓	
To be able to prioritise tasks	Essential	✓	✓	
SKILLS				
Excellent communication and customer service skills	Essential	✓	✓	
Excellent administrative ability	Essential	✓	✓	
Excellent team working, delegation and leadership	Essential	✓	✓	
Excellent timekeeping	Essential	✓	✓	
Good knowledge of working with Windows	Desirable	✓	✓	
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 organisation which serves a culturally diverse membership	Essential		✓	
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential		✓	
Demonstrably high standards of personal integrity	Essential		✓	

Reviewed: August 2022

Key: A: Application form I: Interview P / T: Presentation / test

This person specification is non-contractual and is subject to alteration after consultation with the post holder.

Our full terms and conditions of service, staff handbook and statutory policies are issued on appointment, below is a summary of the main terms and conditions of service:

The starting salary for this role is circa £26,204 and is subject to tax, NI contributions and if applicable pension contributions. Salary is paid monthly in arrears by direct debit transfer. The post holder is offered a permanent contract (subject to a satisfactory 6- month probationary period). This is a full-time role working 37 hours per week.

The Retail Manager reports to the Head of Operations.

So, what does the Union of Students actually do?

The University of Derby Students' Union is a company limited by guarantee (trading as the Union of Students, University of Derby), registered in England and Wales, and a registered Charity (1169283). We are a democratic, membership-led Union. We provide services and support to our members, the students at the University of Derby, which enable them to develop their skills for future careers, provide a source of fun and enjoyment, offer opportunities to meet new people and become active citizens through volunteering. We also provide a broad range of commercial services which include bar and kitchen venues, coffee shops and several retail outlets.

We are a value driven organisation, existing to meet the needs of our members who are students at the University of Derby. Every University is required to have a Students' Union by virtue of the 1994 Education Act, the broad objective for each Union is to represent the needs of students to the University, provide where relevant welfare services, ensure there are opportunities to play sport and engage on recreational activities and to run free and fair elections for our own governance.

We are led by students, for students and our purpose is to be a Union that is devoted to the educational interests and welfare of its members.

We have a team of up to 35 permanent employees and up to 50+ part-time student employees all of whom play a key role in delivering a wide range of activities and support services for students. We provide a high level of student representation at the University via our four full time elected Officer Trustees:

President, Vice President (Activities), Vice President (Education) and Vice President (Welfare).

Our vision:

To transform the student experience.

Our mission:

Is to actively empower our student community to reach their potential by providing opportunities to shape themselves, their Union, and their future.

Our ultimate goals:

To create a vibrant student community that our members are proud to belong to.

To provide transformative learning experiences in active partnership with the University.

To develop our member's skills and confidence to take their next steps and we remain ready to support them.
To create change our members want by championing their voice to the University

Our values:

As a values-driven charity we are always working to include our values: Vibrant, Ambitious, Supportive, Inclusive, and Open, in every aspect of our work and expect our Trustees, Elected Officers, staff and volunteers to live these values every single day.

Work environment:

We encourage enquiries from everyone and value diversity for our employees. We are willing to consider flexible working arrangements and invite you to talk to us if you wished to consider a variation on the hours advertised.

We champion equal opportunities, equality and dignity in the workplace, making this a safe environment to work in. We want to foster a supportive and diverse work environment for our employees which is able to respond to the needs of individual employees and the collective voice of the employee team via the Staff Wellbeing Committee. We are committed to allocating funding towards the development of our team ethos through events and activities as well as celebratory occasions and informal gatherings.

Training and development opportunities:

We are firmly committed to the career development of its employees to ensure continued business success. We are committed to developing employees that are professional in approach as well as being highly motivated. All this is essential to allow us to develop and grow the Union and provide rewarding career options for all employees in line with personal abilities.

Reward and recognition:

We are committed to attracting, developing, and retaining the highest quality of employees. In order to do this, the Union seeks to create an environment everyone feels valued and acknowledged for their contribution to the Union and who feel supported in their career aspirations. We recognise that employees want to be paid fairly and appropriately for the work that they do and that they want their contribution to be valued. Every member of staff who meets our 'Performance Development Review' standards are eligible for the annual Pay Award paid from 1 August each year.

Support and annual leave for our employees:

There is an Occupational Pension scheme, subject to a qualifying period, and the highly popular occupational health scheme offered by Westfield Health (on successful completion of the probationary period).

The annual leave year runs from 1st August to 31st July. Holiday entitlement is 28 days per annum and is increased after 3 years' service to 30 days, and again after 5 years' service to 31 days (pro-rata for part-time salaried employees). In addition to this entitlement, our employees also receive paid leave during bank holidays and University closure days, for example for 2021/22 equates to around 14 days per annum (pro-rata for part-time salaried employees). In addition, all permanent staff are able to take a day off for their Birthday!