

## RETAIL SUPERVISOR

<b>Contract:</b>	Permanent (subject to a satisfactory 6-month probationary period)
<b>Hours of work:</b>	Full time. 37 hrs per week - Monday to Friday
<b>Starting Salary:</b>	£17,941 per annum - subject to NI and TAX contributions and if applicable pension contribution.
<b>Location:</b>	The Union of Students' retail shops at Kedleston Road, Britannia Mill and Markeaton Street.

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The Union of Students is looking for a Retail Supervisor to assist our Retail Manager.

The role of retail supervisor plays an integral part in ensuring our outlets run efficiently and effectively, by performing a wide array of tasks, such as supporting training and development of our student staff, ensuring excellent customer service, and maintaining a positive outlook in motivating the retail team.

The Union of Students is a great place to work with no two days being the same. If you think you are the right person for this role then we would love to hear from you!

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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 [sally.cunningham@derbyunion.co.uk](mailto:sally.cunningham@derbyunion.co.uk) no later than 9.00 am Wednesday 16<sup>th</sup> February 2022.

Interviews will be held week commencing 21<sup>st</sup> February 2022.

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

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

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### Diversity and Inclusion

The Union of Students 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.

We welcome and encourage job applications from all sections of the local, national and internal community. We will select the best candidate solely on the basis of merit and ability to do the job. Unjustifiable discrimination based on gender, race, age, disability, religious or political beliefs, sexual orientation or any other reason will form no part of our selection process.

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## **JOB DESCRIPTION FOR RETAIL SUPERVISOR**

### **Purpose of Role:**

The main purpose of this role is to assist the Retail Manager in the efficient and effective running of the retail operations, ensuring that all outlets are delivering excellent customer service, and to support in the training and development of student staff.

### **DUTIES:**

#### **Operational Supervision:**

- To order and control all retail stock, placing all orders through approved NUS Services Ltd (NUSL) suppliers and ensure any problems are communicated immediately
- To place orders for Retail Opt-In promotions adhering to NUSL obligations and monitoring capped promotions
- To receive deliveries and accurately cross check delivery notes and/or invoices
- To ensure all deliveries, wastage, transfers and products are accurately processed on the EPOS system
- To ensure all stock received is accurately entered on the EPOS stock control computer and is priced correctly, in accordance with GP%
- To organise returns with suppliers in a timely manner and ensure returns data is accurately entered on the stock control software
- To undertake essential IT stock control, shop floor work and to act on behalf of the Retail Manager
- To maintain the shop floor and stock rooms with accurate levels of stock strictly adhering to NUSL planograms and to ensure the correct rotation of stock and promotional merchandise
- To assist with shop stock takes and ensure the shops are accurately stocked
- To ensure the staff dress code is adhered to in all shops
- To carry out all cash handling duties securely as trained and with care ensuring that all money taken from the customers are correctly accounted for and any change given is of the correct amount
- To observe trading standards in accordance with prevailing organisational policies and statutory requirements
- To make optimum use of working time by ensuring that cleanliness, presentation and general housekeeping is attended to at all times
- To carry out regular safety checks of the retail unit and equipment and report any defects which will affect the safety of customers and staff
- To assist with all other Health & Safety matters relating to the retail unit
- To adhere to all licensing laws for restricted items and working always within relevant legislation as well as structures, policies and procedures
- To support the Retail Manager with ensuring all staff employees conduct their duties in accordance with current regulations and promote excellent customer care in accordance with organisational policies and procedures

**Finance and Stock:**

- To assist in ensuring all finances are properly accounted for and the organisation's financial policies and procedures are strictly adhered to

**People Supervision:**

- To assist the Retail Management team by directly supervising and supporting all other Retail Staff of the Union of Students shops at Markeaton Street, Britannia Mill and Kedleston Road
- To assist the coaching and development of staff to meet organisational requirements and respond to each individual need documenting the progress
- To champion excellence in customer service, reviewing ongoing performance using various tools provided
- To assist with monitoring all personnel procedures and standards including the completion of weekly rotas for student staff

**Commercial Supervision:**

- To assist with monitoring agreed targets as required and are within agreed budgets
- To carry out and enforce daily cashing up and banking as required and to monitor all retail unit floats and tills, reporting any discrepancies to the Retail Manager
- To process all invoices and purchase orders in accordance with union financial regulations
- To ensure the integrity of all cash handling procedures
- To identify sales trends and report this information to the Retail Manager
- To ensure stock reporting issues are reported to the Retail Manager
- To ensure that the reporting system is utilised for the benefit of stock management, rotation, clearance and reporting and are fully operational

**Responsibilities:**

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

**General:**

All Union 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 Union of Students facilities and services
5. To keep up-to-date with sector developments, local competition and students' views and needs, where necessary undertaking market research to generate such information
6. To undertake necessary training and to attend all meetings as requested
7. To promote a positive and professional image of the Union of Students to its members, customers, stakeholders and other external people
8. To positively contribute to the organisations ethical & environmental ethos
9. To perform any other additional reasonable duties as deemed appropriate

Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences 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. 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 – all role holders are expected to complete any reasonable task requested of them.*

**PERSON SPECIFICATION FOR RETAIL SUPERVISOR:**

CRITERIA	Requirement	Application	Interview Day
<b>REQUIREMENTS:</b>			
Evidence of proficient numeracy skills	Essential	✓	
Evidence of proficient literacy skills	Essential	✓	
Supervisor or Leadership related certificates	Desirable	✓	✓
<b>EXPERIENCE:</b>			
People and store management	Essential	✓	
Stock ordering and control	Essential	✓	
EPOS control	Essential	✓	
Stock merchandising	Essential	✓	
Operating tills and handling cash	Essential	✓	
Excellent customer service	Essential	✓	
Retail trading standards and legal practice	Essential	✓	
Stock taking or inventory audits	Desirable	✓	
Training and developing teams	Desirable	✓	
Targets and budget control	Desirable	✓	
<b>ATTRIBUTES/SKILLS:</b>			

Excellent communication	Essential	✓	✓
Proficient administrative ability	Essential	✓	✓
Organised with an ability to maintain records	Essential	✓	✓
Team working and delegation	Essential	✓	✓
Leadership qualities	Essential	✓	✓
Ability to handle stress and pressure	Essential	✓	✓
Excellent time keeping	Essential	✓	✓
Good knowledge of working with Windows XP and up-and-coming versions	Essential	✓	
<b>VALUES AND ETHICS:</b>			
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	✓	✓

#### **CONDITIONS OF SERVICE FOR RETAIL SUPERVISOR:**

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 £17,941 subject to tax, NI contributions and if applicable pension contributions. Salary is paid monthly in arrears by direct debit transfer.

The place of work is the Union of Students, Kedleston Road, with regular visits to other University Derby sites, namely Britannia Mill and Markeaton Street.

This is a full-time post. The post holder is offered a permanent contract (subject to a satisfactory 6-month probationary period). Our Retail Manager is the line manager for this role.

#### **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:**

Our annual leave year runs from 1<sup>st</sup> August to 31<sup>st</sup> July, our employee holiday entitlement is 28 days per annum (pro rata for part time employees). In addition, employees also receive paid leave during bank holidays and University closure days, which equates to around 11 days per annum (pro rata for part time employees). There is an Occupational Pension scheme, subject to qualifying period and the highly popular occupational health scheme offered by Westfield Health (on successful completion of the probationary period).