

Retail Assistant Role Profile

SUSU's vision is that: **Every student loves their time at Southampton.** We exist to:

- Help Students find friendship groups
- Help students complete their degree programmes
- Give students a voice in the University and wider community

Your role is contributing towards achievement of this vision is described below:

Main Purpose of Role:

- 1) Ensuring customers have a fantastic experience when shopping with SUSU
- 2) Ensuring that every transaction is accurately and efficiently carried out
- 3) Helping to ensure that the right stock is in the right place so customers can find what they are looking for

Responsible to: Retail Operations Manager

Responsible for: N/A

Grade: 1

Main Duties of the Role

Ensuring customers have a fantastic experience when shopping with SUSU

- Serving customers in a consistently efficient, courteous and professional manner, mindful that you represent SUSU at all times.
- As the face of SUSU, you will ensure that customers are always greeted in a friendly and helpful manner.
- Resolving any customer queries or complaints promptly and professionally whether face-to-face or via email/telephone, referring to management if necessary.
- Taking initiative to tidy and replenish merchandise, so it is available to sell.
- Understanding and adhering to visual merchandising brand standards.
- Delivers a friendly and efficient cashier experience, processing customer transactions accurately and efficiently at the Point of Sale (POS).
- Assisting in housekeeping of sales floor and communicating maintenance issues.
- Keeping an awareness of, and building personal capability in, loss prevention.
- Reinforcing store strategy to reduce shrink.
- Supporting all activities related to providing a safe working environment.
- Tidy till area and deal with "go-backs" quickly and efficiently.
- Understanding and demonstrating Students' Union values.

Ensuring that every transaction is accurately and efficiently carried out

- Using electronic till systems, ensure fast, accurate and professional operations at all times.
- Ensuring that queues are kept as short as possible.
- Working as part of a team (both colleagues and managers) to deliver service and products.

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Contribute to the overall effectiveness of the Union by

- Participating in and driving personal learning and development.
- Attending all meetings and training events, as required.
- Ensuring that statutory and legal obligations are met.
- Supporting the implementation of the Union plan, promoting our aims and values through the goals of the departments Operational Plan.
- Promoting the Union's various policies within your work, in particular Health & Safety, Equality & Diversity and Ethical & Environmental.
- Contributing to the positive image of The University of Southampton Students' Union with students, University and the local community.
- Working with the team to ensure a full service is provided at all times, providing cover as necessary.
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.
- Completing such other duties as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of the post.

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Person Specification

We have described below the range of experience, qualifications, knowledge, skills, and attributes we are looking for. We will use this to manage our selection process and to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Customer facing experience demonstrating awareness and appreciation of excellent customer service skills	X	
Retail experience	X	
Stock control & replenishment experience		X
Good level of numeracy		X
Merchandising experience		X
Multi-department retail experience		X
Computer literacy, familiarity with email would be beneficial. Able to use EPOS systems and tills or be willing to undertake training		X
Stock-taking experience		X
Experience of working within a team		X
Commitment to and knowledge of equal opportunities – including inclusivity and access issues		X
Commitment to and passion for the values and purpose of a Students' Union		X
Commitment to and an understanding of Ethical & Environmental issues and health and safety		X

Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.