

Retail Assistant - Role Profile

Pay Grade:	1
Responsible to:	Deputy Retail Manager
Responsible for:	N/A

Main Duties of the Role

Ensuring customers have a fantastic experience when shopping with SUSU

- Serve customers in an efficient, courteous and professional manner, which suits their need, mindful that you always represent SUSU.
- Ensure customers are always greeted in a friendly and helpful manner.
- Resolve any customer queries or complaints promptly and professionally, referring to management if necessary.
- Help keep the shop floor, storage rooms, bakery and surrounding areas clean and tidy at all times.
- Always be open and approachable, whether that be the till, shop floor, bakery or the surrounding areas.
- Report any maintenance issues to the relevant person.
- Collect feedback from our customers and relay it to the management team.
- Implement Challenge 25 and similar schemes to ensure we meet our legal obligations.
- Using electronic till systems, ensure fast, accurate and professional operations at all times.
- Ensuring that queues are kept as short as possible.
- Act as a key holder for the store, responsible for securing the building.
- Work in the in-store bakery, preparing items to the desired standard.

Helping to ensure that the right stock is in the right place so customers can find what they are looking for

- Safely process deliveries, ensuring a safe and tidy working environment whilst doing so.
- Ensure stock rotation principles of first in, first out.
- Check that stock is appropriately labelled and raise any issues.
- Adhere to visual merchandising brand standards.
- Work with the team to reduce stock lost through theft, damages and discrepancies.
- Replenish and care for the vending machines in the SUSU buildings, reporting any issues to management.

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Role Expectations

Financial Resource Management

- Monitor up to 10 digital self-service screens simultaneously to verify that card, mobile, and digital wallet payments successfully clear, eliminating revenue loss from failed or uncompleted digital transactions.

Contribute to the overall effectiveness of SUSU by

- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Attending all meetings and training events, as required
- Ensuring that statutory and legal obligations are met
- Contributing to the positive image of SUSU with students, the University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Promoting SUSU's various policies and commitments within your work, in particular Health & Safety, Equality, Diversity & Inclusion, and Sustainability
- Completing such other duties as may be reasonably prescribed by SUSU, appropriate to the grade and responsibilities of the post

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 also to identify any training and development needs once in post.

KEY REQUIREMENTS	Essential	Desirable
Experience		
Customer facing experience demonstrating awareness and appreciation of excellent customer service skills	X	
Retail experience	X	
Stock control & replenishment experience		X
Merchandising experience		X
Multi-department retail experience		X
Stock-taking experience		X
Experience of working within a team		X
Knowledge/Qualification		
Food Hygiene Level 2		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
Skills		
Computer literacy, familiarity with email would be beneficial. Able to use EPOS systems and tills or be willing to undertake training		X