

Job Description



Job Title:	Shop Assistant
Responsible to:	Supervisors and Duty Managers
Department:	Union Shop, Commercial Services
Contract:	Casual, term-time only
Hours of work:	Zero hours according to the needs of the organisation
Salary:	£6.90 per hour (£7.73 inclusive of holiday pay)
Purpose of the post:	<p>Working as an effective member of the Union Shop Team, the post holder will:</p> <ul style="list-style-type: none">• Provide excellent customer service• Maintain high standards of hygiene, health & safety• Ensure high standards and efficiency of work• Maintain strict stock and financial control
Key Dates:	<p>Application Closing Date: Sunday 13th March (midnight)</p> <p>Assessment Date: 16th March</p> <p>Interviews: 22nd or 23rd March</p> <p>Induction: 25th or 28th April</p> <p>Start Date: Week commencing 2nd May</p>

GENERAL DUTIES & RESPONSIBILITIES:

STOCK AND FINANCIAL CONTROL

- Prepare the shop for service as per established procedures and standards.
- Ensure accuracy of till transactions and security of till card and till at all times.
- Assist with receiving and checking of incoming deliveries and transfers of stock, including checking for accuracy and quality, timely and appropriate storage of stock following delivery and completion of necessary documentation.
- Ensure stock rotation is applied when storing deliveries and that the correct storage method is applied to each product.
- Monitor display stock levels throughout shift and replenish as required.
- Record any wastage.
- Ensure security of stock and report any issues or concerns as they arise.
- With Team Leader, carry out till cash up at the end of the shift.

HEALTH AND SAFETY

- Ensure high standards of health and safety are maintained at all times.
- Complete required cleaning tasks in accordance with the daily and weekly tasks sheet, ensuring the work has been completed to a high standard.
- Carry out food safety and equipment checks as required by the worksheets.
- Ensure that all required temperature checks are completed and logged.
- Ensure the storage areas are kept in a clean, tidy and safe condition.
- Ensure any faults or problems with equipment and the venue are reported.
- Work in a way that minimises risks to the health and safety and security of self and others.
- Ensure all cleaning products and any other substance that could cause a health risk is used according to the data sheet contained within the C.O.S.H.H. folder for the shop.

LEGISLATION AND COMPANY POLICY

- Ensure compliance with all legislative regulations and relevant SURHUL policy.
- To have a full understanding of the licensing law and all other legislation relevant to the role.
- Ensure personal mandatory training is up to date including online Food Safety.
- Ensure participation in all departmental training sessions as required.
- Be prepared to assist in other Students' Union Venues and events such as the Summer Ball, where required.

THE POST HOLDER WILL:

- Adhere to SURHUL's Equality and Diversity Policy and demonstrate commitment to the progression of such policy within SURHUL.
- Work in a safe manner, seeking to minimise hazards to ensure the safety of other staff and customers, and reporting safety hazards to the line manager (any significant hazards to be reported to the most senior manager available and the Chief Executive Officer).
- Attend meetings and training events as required.
- Comply with the Constitution, policies and procedures of SURHUL at all times.

- Have a flexible approach to duties and work and, in particular, adopt a teamwork style across the departments and activities of SURHUL. This may involve undertaking duties in support of the activities and services of other departments, but will not involve relocation into other offices.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested after appropriate consultation and joint agreement.

Personal Specification

	Essential	Desirable
1. Education and Training		
Must be a current RHUL student for 2016/2017	X	
GCSE Maths and English or equivalent (Minimum Grade C)	X	
2. Experience & Knowledge		
Experience of working in a customer service environment (preferably in retail trade)	X	
Familiarity with Licensing law		X
3. Skills and Abilities		
Able to thrive within a customer focussed environment, evidence of outstanding customer service	X	
Ability to work effectively as part of a team, listening to others and taking responsibility for own behaviour	X	
Good time management and organisational skills	X	
Strong communication skills, with the ability to communicate effectively with people at all levels	X	
4. Attitudes and Personal style		
Promoter of equality of opportunity who values diversity and removes barriers to equality	X	
Commitment to working within a student environment with democratic structures	X	
An excellent role model who promotes the highest standards of integrity and honesty	X	
Demonstrable commitment to customer engagement and excellence of customer service	X	
5. Values		
We're a values-led organisation, which means we're keen to attract applicants who share our priorities. As part of any application, we're keen to hear about times you've demonstrated any of the following:		
Student Focused: everything we do will have students at the heart of it.	X	
High Quality: expectations are high, and we must exceed them	X	
Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible.	X	
Brave: we should be bold and not afraid to challenge the status quo.	X	
Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do.	X	