

JOB DESCRIPTION
Retail Flex Sales Assistant - Our Shop

DEPARTMENT: Social Enterprise - Our Shop

REPORTING TO: Retail Managers, Retail Supervisors, Flex Supervisors

PURPOSE OF To undertake sales and customer service duties that are required to operate
ROLE: the shop, be responsible for stock replenishment, delivering a high level of customer service and the overall presentation of the Union Retail outlets.

KEY RESPONSIBILITIES

Main Responsibilities	Key Results
Deliver outstanding levels of customer service at all times ensuring our customers receive the experience they expect.	<ul style="list-style-type: none"> • Ensure a positive customer experience • Positive customer feedback received & receiving repeat custom • Customer queries are resolved appropriately and effectively • Acts as a positive ambassador for the SU
Efficient operation of the tills, self checkouts and accurate processing of transactions.	<ul style="list-style-type: none"> • Customers served courteously and efficiently • Quick movement of the queue at peak trading times • Self checkout interventions attended to in a timely manner • Correct prices charged at all times
Timely and efficient stock replenishment on the salesfloor, Monitoring stock levels and taking action where necessary.	<ul style="list-style-type: none"> • Shelves full, well presented & priced • Rotation of date sensitive stock • Reporting any issues with stock to shop supervisors/managers
Ensuring exceptional standards are maintained on the salesfloor at all times	<ul style="list-style-type: none"> • High standards of Health & Safety are maintained in the outlet • All areas of the shop clean and tidy • General/Deep cleaning of the outlet • Any spills/ breakages cleared up immediately
Ensure compliance with current Food Hygiene Policies and Allergen Policies.	<ul style="list-style-type: none"> • Food and Drink served in the outlet is safe for consumption • All Food Hygiene processes/checks are completed and recorded • Any customers with allergies are assisted and informed appropriately and correctly
All other appropriate duties as and when required by the shop management team	<ul style="list-style-type: none"> • Enthusiastic approach to work • Proactively seeks out tasks

PERSON SPECIFICATION

Criteria		Essential/ Desirable
Experience		
1	Previous experience in a customer service environment	D
Personal Skills		
2	Friendly, polite & courteous	E
3	Excellent Communication Skills	E
4	Able to work well as part of a team & individually	E
5	Organised, punctual & reliable	E
6	Honest & trustworthy	E
Attitude		
7	Commitment to working in line with our Staff Behaviours	E
8	Enthusiastic approach to work	E
9	Self Motivated & can-do attitude	E
Additional Requirements		
10	Attendance at quarterly stocktakes	E
11	Willingness to carry out other associated duties (Note: this role will include lifting heavy boxes/cases)	E
12	Willingness to cover shifts, often at short notice	E
13	Awareness of how the Students' Union is run & commitment to its core values	E