



THE POST

College/Service :	Campus Services
Post :	Casual Retail Sales Supervisor (Birks Grange)
Reporting To :	Retail Shop Manager
Responsible For :	Retail Sales Assistants
Remuneration :	Competitive

The above casual post is available annually from mid-September

Job Description**Main purpose of the job:**

To assist our customers make purchases in the university owned retail outlets, whilst also maintaining the stores to a high degree of cleanliness.

Main duties and accountabilities:

1) Customer Service

- Ensure a great shopping experience is presented to our customers
- Prioritize customer needs and requests over other tasks
- Greet customers in a warm, welcoming and friendly way
- Acknowledge our customers whilst on the shop floor
- Informing our customers about appropriate promotions which may benefit them
- Portray a friendly manner when answering the store telephone

2) Till Working

- Ensure transactions are processed through our EPOS till in an efficient and correct manner
- Ensure the correct change is returned to the customer
- Replacing the till consumables (such as till rolls) when necessary to ensure efficiency to customers
- Utilize a card payment system to process debit / credit card transactions
- Utilizing store procedures to accurately process customer refunds
- Ensure the till float is correctly reported at the start of each trading day
- Ensure procedures are followed so that the EPOS till is shut down properly at the end of each trading day
- Correctly transfer cash between the safe and till, whilst maintaining the safe float at the authorized amount

3) Cleaning

- Ensure shop is kept clean whilst trading by utilizing supplied cleaning materials
- Ensure that self service equipment such as the coffee machine / microwave etc. are clean
- Ensure that packaging from deliveries is disposed of quickly in an environmentally sustainable way
- Staff must maintain high personal hygiene standards

4) Stock

- Utilizing agreed procedures to check stock that is arriving via deliveries and then ensuring new stock is rotated correctly on the shelves,
- Ensure invoices from the deliveries are filed in the correct place
- Regularly check that stock is in date
- Ensure products from the stock room (and other stock holding areas) are replenished whilst still utilizing stock rotation
- Utilize stock rotation when filling the stock room with newly delivered stock
- Ensure that shelves are merchandised to the store's merchandising policy

5) Legal

- Ensure customers purchasing age restricted items are over-age
- Ensure that any hazards discovered are reported to management promptly and if appropriate follow guidelines to minimize risks to customers and staff

6) Health & Safety

- Be familiar with the fire discovery / evacuation procedures
- Ensure that Best Practise is utilized when necessary (eg. Manual handling, climbing ladders, cleaning etc.)
- Ensure that temperature checks are carried out on equipment and products when necessary, and if not performing to standard then notifying management immediately

7) Other

- Uniform must be worn at all times whilst on duty
- Ensure stock checks are done when appropriate
- Ensure the correct procedures are followed whilst opening or closing the store
- Encourage a sustainable and environmentally friendly way of working
- Be familiar with shop budgets, targets and communicate ways to help achieve them
- Communicate any issues to management
- Ensure the safe float is always correct, and if not inform management
- Use (and keep safe) any equipment provided to you (eg. EPOS till fobs)
- Responsibility for retail sales assistants working
- Ensure that necessary training is completed (courses or other)

This job description summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility.

Person Specification

Competency	Essential	Desirable
Attainments/Qualifications		Maths qualification Food Hygiene Certificate
Skills and Understanding	Numeracy skills Computer literate	Experience working on an EPOS till. Can utilize multi media / social media platforms
Prior Experience		Previous customer facing experience. Previous supervisory or management experience. Knowledge of Stock Control
Behavioural Characteristics	Teamworking Customer focus Confident Punctual Trustworthy	Motivate them self when working alone. Friendly manner
Circumstances	Flexible approach to working hours.	