

Job Description

Job title:	Retail Assistant
Department/School:	ahs Retail Operations
Grade:	2
Location:	University of Bath campus

Job purpose
<i>To offer a high standard of service, having a genuine appreciation of the customer and their individual needs. To replenish, promote and display product lines to maximise sales. To help to achieve a high standard of operational compliance.</i>

Source and nature of management provided
<i>Reporting to the Store Manager, Assistant Manager and Store Supervisors</i>

Staff management responsibility
<i>None.</i>

Special conditions
<i>Working 5 days out of 7 on a rota'd basis including weekends.</i>

Main duties and responsibilities	
1.	To demonstrate a positive 'can-do' attitude providing a professional, friendly and quality service to our customers.
2.	To work on the tills accurately and efficiently, providing a positive customer experience and ensuring cash handling procedures are adhered to at all times.
3.	To maintain a high standard of housekeeping within the store ensuring a clean and safe environment for both customers and colleagues.
4.	To abide by all departmental Health and Safety policies, COSHH and Food Safety standards to ensure a safe environment for customers and colleagues.
5.	To complete stock routines such as gap checks and stock counts to ensure system accuracy.
6.	To follow store procedures for booking in deliveries, restocking and ordering to ensure quality protection, accuracy, product rotation and product availability.
7.	To follow merchandising plans and ensure products are displayed as per the store merchandising guidelines.
8.	To assist with the daily tasks of the store to achieve a high standard of operational compliance, completing all legal and due diligence documentation as required.
9.	To ensure out of date products are removed from sale and waste is responsibly disposed of and accurately recorded in line with store procedures.
10.	To develop knowledge of products, including new lines and offers, and to share that knowledge with customers and other colleagues in a confident manner.
11.	To provide advice and support to Casual Retail Assistants ensuring that all colleagues are working in a productive manner.
12.	To be in-store bakery trained if required, ensuring products are cooked as per product guidelines, display all correct labels and best before dates.
You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance.	

Person Specification

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
Qualifications Possess GCSE (or equivalent) standard Maths & English Retail training (NVQ or Equivalent)		D D	✓ ✓		
Experience/Knowledge Retail experience (General Assistant) Can demonstrate experience of using till systems Evidence of merchandising experience within a Retail Environment.	E E E		✓ ✓ ✓	✓ ✓	
Skills Stock Control Cash Handling Health and Safety regulations/awareness	E E	D		✓ ✓ ✓	
Attributes Able to form effective working relationships with other team members. Flexible, able to cope under pressure Must possess a positive attitude to work and work Related problems Exemplary Customer Service	E E E E			✓ ✓ ✓ ✓	✓ ✓ ✓ ✓



Effective Behaviours Framework- Delivering the Experience

ahs has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **ahs**.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of inter-personal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.