

### **Job Description**

Job title:	Retail Assistant
Responsible to:	Fresh Store Manager
Department:	Campus Retail and Commercial Operations
Grade:	2
Location:	University of Bath

#### **Job purpose:**

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 ensure hygiene and cleanliness within the store.

#### **Duties and Responsibilities:**

1. To serve customers on the tills in a confident and friendly manner ensuring University cash handling procedures are adhered to at all times.
2. To be in-store bakery trained ensuring products are cooked as per product guidelines, display all correct labels and best before dates.
3. To follow Health and safety guidelines at all times, reporting any concerns or incidents to the Duty Manager / Health and Safety Representative.
4. To complete all legal paperwork including stock books. Abiding by all University Health and Safety policies, COSHH and Food Safety to ensure a safe working environment for customers and colleagues
5. To replenish and manage stock and price tickets.
6. To follow approved procedures for receiving product and restocking to ensure quality protection, accuracy, and product rotation.
7. To ensure promotional activities are adhered to and sufficient stock is ordered to achieve maximum sales.
8. To ensure all out of date products are removed from sale and waste is correctly recorded.
9. To maintain cleanliness of equipment and storage areas.

10. To ensure order deadlines are met with sufficient stock to last to next delivery window to achieve full availability.
11. To develop knowledge of products, including new lines and offers, and to share that knowledge with customers and other colleagues in a confident manner.
12. To follow merchandising plans where necessary and follow the Store merchandising guidelines.
13. To offer exemplary customer service.
14. To provide advice and support to the team of Casual Retail Assistants ensuring that all colleagues are working in a productive manner.
15. Any other duties as required and as commensurate with the nature and grade of this post.

### Person Specification

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

Code: A/F – Application form, I/T – Interview/Test, R – References