

RETAIL ASSISTANT

The position is one of assisting in the running of the Student Union shops: one which is located on the main campus, the other at our shop at West Downs student village. You will be required to work in either, or both, of our shops, covering shifts on any day of the week, which can begin as early as 8.00 am, and finish as late as 10.30pm.

You will be responsible for ensuring excellent levels of customer service are demonstrated, whilst you conduct your duties of processing transactions, dealing with customer query, stocking and maintaining the shop floor and receiving and storing deliveries.

A. RETAIL DUTIES

1. To exemplify high customer service standards at all times.
2. Accept deliveries as they arrive to the shop. To check that it is all accounted for and communicate any discrepancies/ damages to either a supervisor or manager.
3. To follow and complete the opening hours procedure and the closing procedure at all times.
4. To move and rotate stock as directed, ensuring all displays and cabinets are fully stocked, well presented, and priced correctly.
5. To handle cash and use the tills in accordance with set operating procedures and training provided.
6. To observe and work within Licensing Law. This includes adhering to the Student Union's 'Challenge 25' Policy. Also ensuring that no drinks or open cans of alcohol are brought into the shop.
7. To ensure safe practices are observed at work at all times with respect to staff and customers, and observe other legal health & safety obligations, such as temperature checking chilled and frozen food, correct lifting procedures etc.
8. To ensure the security of stock, cash and other property, belonging to both the Student Union and members of staff.
9. To answer telephone queries and take messages accurately.
10. To ensure the cleanliness of the shop and all related areas before, during and after opening hours.
11. To enforce the Student Union no smoking areas.
12. To inform the duty manager of any faults or problems.
14. To deal with Laundry card queries/refunds.
15. To make a positive contribution to the retail team by being **RELIABLE, flexible, RELIABLE, punctual, RELIABLE, trustworthy, and most important of all, RELIABLE.**
16. To be available at the start of the new academic year from the week before registration week, in order to attend necessary training.

B: GENERAL

All Student Union staff are expected to work within the ethos of the SU and strive to achieve the following:

1. To work at all times within relevant legislation as well as the structures, policies and procedures of the SU.
2. To work co-operatively with other SU staff and officers, as well as relevant external organisations.
3. To adhere to the highest standards, especially of customer service and safety.
4. To seek to continually develop and improve SU facilities and services.
5. To keep up-to-date with sector developments, local competition and students views/needs, where necessary undertaking market research to generate such information.
6. To undertake necessary training and to attend meetings.
7. To promote a positive and professional image of Winchester Student Union to its members, customers, stakeholders and other external people.
8. To embrace Winchester Student Union's Ethical & Environmental ethos.
9. To perform any other reasonable duties as requested by your line manager.