

## Job Description Shop Assistant

### Vision

Our vision is to make a difference to every student.

### Mission

It's our mission for every student to discover new things, build friendships and love your time at ARU.

### Values

We are:

**Inclusive** We will champion the diversity of our students and their communities.

**Challenging** We push ourselves, the University and students to think and do things differently.

**Sustainable** We will champion wellbeing, equality and justice; make ethical decisions and help to grow a cleaner, fairer planet.

**Collaborative** We are better when we work together.

**Creative** We think outside the box, learn from mistakes and use our imagination.

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**Section:** Commercial Services

**Reporting to:** Cambridge Outlet Manager

**Salary Grade:** £9.90 per hour

**Work Base:** Cambridge

**Hours of Work:** Flexible and minimum commitment zero hours

### Purpose of job:

To assist the Shop Manager in the day to day running of the Students' Union Shop, deliver great customer service whilst creating a friendly, welcoming environment at all times.

### Job role:

#### Shop Assistant Activities

- Assisting the Outlet Manager
- To serve customers in a courteous manner and maintain the smooth running of the shop space(s).
- Responsible for cash handling, debit/credit card transactions and tills throughout your shift.
- To ensure display shelves are kept stocked and organised.

- To keep the shop and equipment clean and tidy.
- Adhere to the Challenge 25 scheme when buying age restricted products.
- To assist in the receiving and recording of deliveries.
- To assist with, and carry out, the opening and closing of the shop.
- To assist in maintaining the online shop and handling orders that have been processed via the online shop
- To assist in monthly stocktakes counting and recording the stock within the stores
- To ensure the safety and security of the premises at all times
- To help promote and advertise the shops and promotions/events available to students of ARU.
- To report any maintenance issues, or health and hygiene concerns to line management as soon as possible.
- Providing outstanding customer service at all times and promoting the values of the Students' Union.
- To help create a friendly atmosphere within the Student Union space.
- To create a welcoming environment for all at ARU.
- To promote inclusivity, be respectful of diversity and to promote equal opportunities.

**Other:**

- Carry out any other duties or projects as may be assigned to the post-holder by the Students' Union and which are reasonably consistent with the position. These may take place throughout the year.
- Support the Students' Union's environmental policy.
- Whilst the outlet will predominantly be open week days during the day time, this role may require working during evenings and weekends.

**You will develop these skills in this role:**


- Team work
- Interpersonal skills
- Customer service
- Verbal and non-verbal communication
- Problem solving
- Decision making
- Cash handling and till operation

**Benefits of the role:**

- Living Wage Accredited hourly pay
- Uniform provided
- Flexible working hours
- Fixed term role that may lead to further employment opportunities within the Students' Union.
- Great networking opportunities, meeting new people and making new friends.
- Training opportunities.

Successful candidates will demonstrate the Union's core values, striving to deliver exceptional customer experiences.

The Students' Union expects all staff to participate in any training program considered relevant to your job. The Students' Union expects all staff to participate in, and take ownership of their induction, personal development review, departmental staff meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the staff handbook, and within departments of the Students' Union. The Students' Union is fully committed to its policies and procedures on Equality and Diversity.



A condition of employment is that all staff are expected to assist in key events throughout the year e.g., Fresher's Fair, Elections, Open Days and any other key events. Staff are expected to portray a positive image, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.