

## Retail Co-ordinator Role Description

Reports to: Interim General Manager
Role Purpose: To coordinate the SU Shop and E-shop
Salary: £16,216 pro-rata, £8.91/hr.
Hours: 14-21hrs/wk over 3-4 days (negotiable)
Key Relationships: Elected Officers, Student Volunteers, LTSU Staff, University Staff,

### **Key Responsibilities**

- To be the first point of contact in our SU Shop providing excellent customer service to students.
- Working closely with the General Manager and Deputy General Manager to coordinate the SU Shop to be a one stop offer for student enquiries and retail offer that delivers excellent customer service.
- Coordinate stock ordering, deliveries and replenishment of the SU Shop.
- Sell NUS Extra cards and ensure maintenance of an accurate inventory.

### **Customer Service**

- Maintain knowledge of key Union and student life activity on campus to support answering queries effectively
- Record footfall to the SU Shop including type of enquiry.
- Take ownership of the student facing areas of the Union ensuring they are kept clear and tidy.
- To maintain the student facing areas and back of house of the Students' Union ensuring they look professional at all times.

### **Administration**

- Maintain an accurate inventory of stock and reconcile sales and stock against EPOS system.

### **General**

- To develop positive and productive working relationships with colleagues, partners and stakeholders.
- To work with colleagues leading on Marketing to ensure students, staff and stakeholders are aware of all activities relating to the SU Shop.
- All work to be done in line with Union constitution, policies & procedures and appropriate Health and Safety, Insurance, Financial legislation
- Adopt a flexible approach to work hours including evening, weekend and remote working often at short notice

### **Critical Success Factors**

- Strong customer service within SU Shop.
- Meeting financial targets.
- Developing a new online retail offer.
- Increased offer of items available for students to purchase over time.

*The role description is an outline of the main responsibilities of the post and may be subject to any future amendments as may be deemed appropriate. Such other duties may be reasonably prescribed by the organisation, appropriate to the salary and responsibilities of this post.*

## Person Specification

When applying wherever possible please provide evidence in the supporting statement to show how you sufficiently meet the criteria assessed by application. This helps us decide which candidates we will then invite for interview.

Person Specification	Essential	Desirable	How Assessed
<b>Experience</b>			
Experience of providing excellent retail customer service.	X		A/I
Experience of working in a student led environment.		X	A/I
Experience of creating monthly stock reports.	X		A/I
Previous use of Square EPOS.		X	A
<b>Skills</b>			
Being able to develop positive relationships with others quickly	X		A/I
Level 2 or 3 Food Hygiene certification		X	A/I
First Aid qualification		X	A
<b>Personal Qualities</b>			
Commitment to the Union core values (Students First, Inclusive, Personalised & Exceptional)	X		I
Adaptable and flexible approach to work proactively seeking solutions	X		A/I
Strong time keeping skills	X		A/I
Able to work flexibly including evenings and weekends.	X		A

## Tested by Application (A) Interview (I)

*Where an experience, skill or personal quality has “A” next to it you should seek to include an example of how you meet this criteria in your application.*

## To Apply

Complete and return our application form before application deadline. Applications that are submitted after the deadline will not be considered. CV's will not be accepted.

### **Guidance on completing your Application Form**

On the application form you will need to fulfil any essential qualities tested by the application process to be invited for interview. Desirable qualities will then help the shortlisting panel make a decision between different candidates who meet the essential qualities. Any qualities tested that we indicate are only going to be tested at Interview do not need to be addressed on the application form.

A strong answer for each of these points offers clear examples of your personal impact through a previous experience that could be from a number of different experiences such as, but not limited to a previous job, volunteering role or work at home. We advise before filling out the application form to reflect on how to relate your skills, knowledge and experience to each of the points assessed at application. The strongest applications detail how candidates meet all of the criteria, matching transferable skills and experiences to the person specification with clear examples of your impact. Only information included in the application form will be considered when making a decision on shortlisting to interview.

### **Interview Process**

Should you be invited to interview it is usual practice for us to contact references at this point unless you have asked us not to. There will be a digital interview with a selection panel that includes an elected officer and a Union staff member (usually the hiring manager). You will be notified of who is on the interview panel in advance. There may also be a task and/or presentation which you will also be advised of in advance.

We encourage you to get in touch between being invited to interview and attending the interview with any questions you may have.

Reasonable travel expenses agreed in advance will be reimbursed for any candidate invited to interview. However, during pandemic restrictions interviews will be conducted on a digital platform. The link to this meeting will be shared via email.

### **Further Information**

Should you have any questions about the role please contact Simon Law, Interim General Manager at Leeds Trinity Students' Union by email [LTSUHR@leedstrinity.ac.uk](mailto:LTSUHR@leedstrinity.ac.uk)