

**Job Description**  
**Retail Assistant**  
**Hospitality & Retail Department**

Directorate of Finance, Planning, Property &  
Commercial Operations



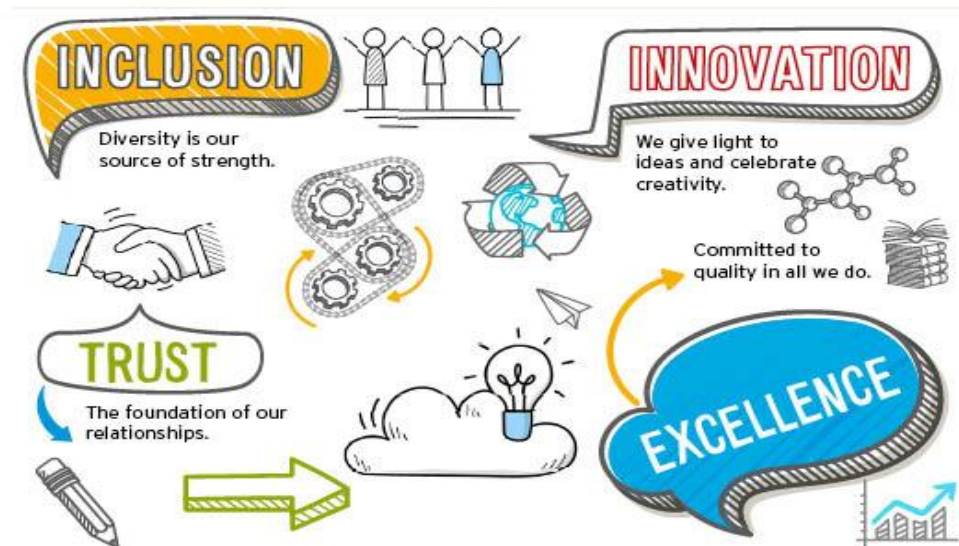
## Brief summary of the role

Role title:	Retail Assistant
Grade:	2
Faculty or Directorate:	Directorate of Finance, Planning, Property & Commercial Services
Service or Department:	Hospitality & Retail
Location:	Atrium Shop/Student Central Shop
Responsible for:	Provision of Service within Retail
Work pattern:	Monday – Friday 36 ¼ hours per week

## About the University of Bradford

### Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



### Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Maths &amp; English Language GCSE (Grade C or above) or equivalent.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Basic Food Hygiene Certificate</li> <li>• Current First Aid Certificate</li> <li>• Recent Training (within two years) incorporating customer care/service, plus H&amp;S or equivalent learning</li> </ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Relevant experience in a busy retail or similar operation.</li> <li>• EPOS experience</li> <li>• Supporting Casual team members</li> <li>• Excellent Service Standards &amp; customer care</li> <li>• PCI DSS</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Stock Management</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of student lifestyles</li> <li>• Passion for Retail &amp; Customer Care</li> </ul>
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Personal attributes

<b>Essential</b>	<ul style="list-style-type: none"> <li>• To have a clear understanding of the University's Commitment to Equality, Diversity, Inclusion (EDI), polite, professional manner and trusted to complete all elements of the role.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Ability to identify potential products/services to improve sales and margins.</li> </ul>

## Main purpose of the role

To assist the Retail Supervisor to ensure that retail outlets function efficiently and effectively. To ensure all operational policies and practices are effectively implemented, in line with brand guidelines, planograms etc.

To ensure the highest standards of customer services and quality of service are delivered. This is a position with many challenges which will require active operational involvement in order to support the full team in achieving the departments and individual objectives.

Delivering on student experience through ensuring product range meets student requirements, via communications through to the Retail Supervisor.

## Main duties and responsibilities

1. To be responsible on a day to day basis for ensuring EPOS and streamline reconcile, and all University financial procedures are followed in line with PCI DSS training. Any anomalies must be reported to the Retail Supervisor immediately.
2. Conduct stock takes as required and in line with procedures as agreed with your line manager.
3. Upselling of retail through various means such as Social Media, Marketing campaigns and new product launches.
4. Ensure your retail outlet is free of debris, ensuring all waste products are removed to the appropriate bins, floors are clean and general housekeeping duties followed to ensure a clean environment whilst compliance with Health & Safety policies and procedures.
5. Training of new student/casual employees as required.
6. Leading by example in all aspect of service delivery to all staff to achieve the highest standards for the role and the business.
7. Supporting the Retail Supervisor in the delivery of new product information and developments within the retail sector. Great communication skills is required.
8. All complaints should be escalated immediately to ensure feedback to the customer is in timely manner, and supports service improvement.
9. Ensure EPOS and streamline procedures are followed in accordance with operational guidelines and University policy.
10. Ensuring all stock transfers, wastage, stock anomalies are recorded, and escalated to the Retail Supervisor.
11. To maintain a smart appearance, with full uniform, name badge etc provided by the supplier.
12. To have the ability to work unsupervised and supervise casual staff as required by the business.
13. To ensure all opening and close down procedures are followed.





14. To be an active participant in the University key objectives, such as Sustainability, Equal opportunities and be a trusted colleague.
15. Perform line and stock checks to ensure accuracy of automated stock lists and highlight discrepancies to the Retail Supervisor.
16. Any other duties commensurate with the role and needs of the business.
17. As a university citizen supporting key student events throughout the year such as Open days, clearing, enrolment, and Graduation. (Essential for all roles)