

JOB ROLE

Job Title	Retail and Reception Support Staff
Salary Range	£13.45 per hour
Hours of work	Ad-hoc hours
Reporting to	Retail and Reception Supervisor through to Senior Business Manager
Purpose of the Post	The purpose of this post is to be responsible for providing a high-quality, customer-focused information service whilst also supporting the retail offering within the same environment.

ROLE SPECIFIC DUTIES

- **First Point of Contact**
Answering enquiries within appropriate timescales, operating as an information point to students, staff and visitors, signposting and referring as needed.
- **Drive Sales**
Know the range and the key sales points throughout the year, maximise profits through upselling and merchandising.
- **Upholding Standards**
Ensure the Union Shop is kept tidy and neat at all times.
- **Cash Handling**
To become familiar with all of the Union Shop and Reception's financial procedures, ensuring they are followed at all times.
- **Call Handling and Email Etiquette**
Dealing with day-to-day email and telephone enquiries, ensuring that all messages are taken, acknowledged and passed to the relevant people.
- **Handling Postage**
To be responsible for receiving and sorting all incoming post, as well as outbound postage for the Students' Union, and ensuring that parcel delivery guidelines are followed.
- **Stock Management**
To be accountable for the security of resources including stock and the organisation of Stock Rooms and the correct processing of sales through the POS
- **Attire and Conduct**
As a representative of the Union staff will attend work wearing the uniform provided, and maintain a smart and approachable demeanour.
- **Support Union Wide Events**
To be on the ground support at key UPSU events such as but not limited to Open Days, Elections, Varsity and Stressless

GENERAL DUTIES

- At all times staff are required to work collaboratively with colleagues and elected student representatives across the Union.
- All staff are individually and collectively responsible for understanding and complying with all statutory legislation and the Union's policies and procedures.
- All staff are individually and collectively responsible for working to the Union's values.
- To ensure that stakeholders' expectations are exceeded, whenever possible staff will be required to support the gaining of and acting on feedback as part of day to day activity.
- The Union considers regular and ongoing personal development/training as essential to role delivery and Union development. It is expected that staff undertake any such development/training offered as is reasonably practicable.

- The nature of the post will, at times, require additional commitment for other Union Wide events and projects.
- All casual staff are reminded that any hours/shifts offered to them are not compulsory. Casual staff are able to reject an offer of work if they are unable to complete it.

SKILLS REQUIRED

Technical Skills	A competent user of IT, particularly Microsoft Office suite and Google Drive
Communication Skills	Evidence of commitment to strong customer service standards
	Highly motivated, energetic and enthusiastic
	Excellent verbal and written communication skills, with the ability to relate to people at all levels
Organisation Skills & Work Ethic	Outstanding organisation skills, including excellent attention to detail
	A flexible and adaptable approach to work
	A commitment to working in a fast paced environment

I _____ (*print name*), by signing below, agree with the above Job Description

Signed: _____ **Date:** _____