**JOB DESCRIPTION**
Senior Retail Assistant, Students’ Union
Vacancy Ref: N1654

<table>
<thead>
<tr>
<th>Job Title: Senior Retail Assistant</th>
<th>Present Grade: 2S</th>
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<tbody>
<tr>
<td><strong>Department/College:</strong></td>
<td>Lancaster University Students’ Union</td>
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<tr>
<td><strong>Directly responsible to:</strong></td>
<td>Lancaster University Students’ Union Retail Manager</td>
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<td><strong>Supervisory responsibility for:</strong></td>
<td>None</td>
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<td><strong>Other contacts</strong></td>
<td></td>
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<tr>
<td><strong>Internal:</strong></td>
<td>Full Time Officers and Staff</td>
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<tr>
<td><strong>External:</strong></td>
<td>Customers and Suppliers</td>
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**Major Duties:**

1. To adhere to and uphold shop operational procedures relating to:
   a. Cash handling
   b. Till operations
   c. Open and Closing
   d. Shop Security
   e. Stock control & EPOS systems – undertake stock takes
   f. Merchandising & promotion
   g. House keeping
   h. Health and safety & legislative compliance
   i. Customer service

Any other appropriate procedure or process as specified by the Retail Manager.

2. To maintain high levels of customer service, projecting a positive image of the shop to customers at all times.

3. To effectively communicate any operational issues to the Retail Manager in a timely and appropriate manner and to attend shop meetings as and when required

4. To contribute to the improvement of the shop’s service through constructive feedback to the management regarding customers’ attitudes and perceptions of the shop, its products and services

5. To stay abreast of general retail trends on campus and in Lancaster within the context of the 18-25 youth market

6. To encourage the positive promotion of both the shop and the organisation and to participate in promotional activities where necessary

7. In addition to the above, to carry out any such other duties comparable in responsibility, as may be directed by the Retail Manager and/or the relevant Line Manager