

JOB DESCRIPTION		
Job Title: Sales Assistant	Accountable to: Retail Area Manager	
Contract Length: Permanent	Hours per week/FTE: As Contract	Weeks per year: 52
Salary: As per spine point	Grade: 2	
College/Service: Retail Operations – Commercial Division	Location: All College sites across UAL	
Purpose of Role: Responsible for maximizing sales while minimising operational costs to produce the best possible profit for the college and service to the customers.		
Duties and Responsibilities		
<ul style="list-style-type: none"> • To maximise sales by having a thorough knowledge of all products stocked and advising students accordingly. • To open the shop within the published opening hours, in addition to any other time as reasonably requested by an area Manager. • To ensure that the shop is run in accordance with the Retail Operations Manual. • To be responsible for receiving and checking deliveries of ordered stock, notifying the suppliers/area manager of any discrepancies. • To be able to unpack and merchandise products received from suppliers onto the shop's shelves/stockroom. • To be responsible for the security of the shop and the storage areas through effective key management. • To be aware of customers at all times ensuring against theft of stock. • To ensure appropriate levels of stock are maintained, formulating orders according to the area manager's instructions. • To keep displays well stocked and in logical sequence ensuring that it is correctly priced. • To be responsible for the accurate reconciliation of takings and banking monies. • To prepare and undertake annual stocktaking, according to procedures. • To maintain a good standard of cleanliness, tidiness and security against theft of shop stock, fixtures, fittings and stockroom contents. • To demonstrate a commitment to make use of all Information and communications to meet the requirements of the role and promote organisational effectiveness. • To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University • To undertake health and safety duties and responsibilities appropriate to the role • To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work • To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities • To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness • To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations 		
Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.		
<ul style="list-style-type: none"> • Area Manager • Suppliers- Reference stock delivery discrepancies • Finance department – Ref Weekly reconciliation discrepancies 		
Specific Management Responsibilities		
Budgets: None		
Staff: None		
Other (e.g. accommodation; equipment):		

Signed _____ Date of last review _____
(Recruiting Manager)

Job Title: Sales Assistant

Grade: 2

Person Specification	
Specialist Knowledge/ Qualifications	Minimum Maths and English GCSE or equivalent. An interest in the Arts is desirable.
Relevant Experience	Previous experience of working in a busy retail environment, preferably in an Art & Design Store or similar.
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

Last updated: