

| JOB DESCRIPTION  |   |                           |
|--|---|---------------------------|
| <b>Job Title:</b> Sales Assistant  | <b>Accountable to:</b> Retail Area Manager    |                           |
| <b>Contract Length:</b> Permanent – Term Time Only   | <b>Hours per week/FTE:</b> 35                 | <b>Weeks per year:</b> 32 |
| <b>Salary:</b> £26,928 - £30,777 (pro rata) per annum  | <b>Grade:</b> 2                               |                           |
| <b>College/Service:</b> Retail Operations – Commercial Division  | <b>Location:</b> All College sites across UAL |                           |
| <b>Purpose of Role:</b><br>Responsible for maximizing sales while minimising operational costs to produce the best possible profit for the college and service to the customers.   |   |                           |
| <b>Duties and Responsibilities</b> <ul style="list-style-type: none"><li>• Maximise sales by having a thorough knowledge of all products stocked and advising students accordingly.</li><li>• To open the shop within the published opening hours.</li><li>• To be responsible for receiving and checking deliveries of ordered stock, notifying the suppliers/area manager of any discrepancies.</li><li>• Ensure appropriate levels of stock are maintained, formulating orders according to the area manager's instructions.</li><li>• To be able to unpack and merchandise products received from suppliers onto the shop's shelves/stockroom.</li><li>• Be responsible for the security of the shop and the storage areas through effective key management.</li><li>• To keep displays well stocked and in logical sequence ensuring that it is correctly priced.</li><li>• To be responsible for the accurate reconciliation of takings and banking monies.</li><li>• To prepare and undertake annual stocktaking, according to procedures.</li><li>• Maintain a good standard of cleanliness, tidiness and security against theft of shop stock, fixtures, fittings and stockroom contents.</li><li>• To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.</li><li>• To undertake health and safety duties and responsibilities appropriate to the role</li><li>• To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work</li><li>• 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</li></ul> |   |                           |
| <b>Key Working Relationships:</b><br><br>Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.  |   |                           |

Job Title: Sales Assistant

Grade: 2

| Person Specification                       |  |
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| 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 Supplies, Haberdashery, Stationary 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   |