

JOB DESCRIPTION	
<b>Job title:</b> Sales Assistant	<b>Accountable to:</b> Retail Area Manager
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 <b>Weeks per year:</b> 52
<b>Salary:</b> £24,563 to £28,839 per annum	<b>Grade:</b> 2
<b>Service:</b> Retail Operations – Commercial Division	<b>Location:</b> All College sites across UAL
<b>What is the purpose of the role?</b> 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>To 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, in addition to any other time as reasonably requested by an area Manager.</li> <li>To ensure that the shop is run in accordance with the Retail Operations Manual.</li> <li>To be responsible for receiving and checking deliveries of ordered stock, notifying the suppliers/area manager of any discrepancies.</li> <li>To be able to unpack and merchandise products received from suppliers onto the shop's shelves/stockroom.</li> <li>To be responsible for the security of the shop and the storage areas through effective key management.</li> <li>To be aware of customers at all times ensuring against theft of stock.</li> <li>To ensure appropriate levels of stock are maintained, formulating orders according to the area manager's instructions.</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>To maintain a good standard of cleanliness, tidiness and security against theft of shop stock, fixtures, fittings and stockroom contents.</li> <li>To demonstrate a commitment to make use of all Information and communications to meet the requirements of the role and promote organisational effectiveness.</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> <li>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</li> </ul> <p>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</p> <b>General</b> <ul style="list-style-type: none"> <li>Assume other reasonable duties consistent with your role, as determined xxx, which may be assigned to you anywhere within the University.</li> <li>Undertake health and safety duties and responsibilities appropriate to the role.</li> <li>Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.</li> </ul>	

- 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.
- 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.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)

#### **Key Working Relationships**

Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- 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): None

PERSON SPECIFICATION	
<b>Specialist Knowledge/Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum Maths and English GCSE or equivalent. An interest in the Arts is desirable.</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of working in a busy retail environment, preferably in an Art &amp; Design Store or similar.</li> </ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>• Communicates effectively orally, in writing and/or using visual media.</li> </ul>
<b>Research, Teaching and Learning</b>	<ul style="list-style-type: none"> <li>• Effectively delivers basic training or briefings to support understanding or learning</li> </ul>
<b>Student Experience or Customer Service</b>	<ul style="list-style-type: none"> <li>• Provides a positive and responsive customer service.</li> </ul>
<b>Planning and Managing Resources</b>	<ul style="list-style-type: none"> <li>• Plans, prioritises and organises work to achieve objectives on time</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Works collaboratively in a team or with different professional groups</li> </ul>
<b>Creativity, Innovation and Problem Solving</b>	<ul style="list-style-type: none"> <li>• Uses initiative or creativity to resolve day-to-day-problems</li> </ul>