

## Casual Staff Role: Job Description & Person Specification

### Section 1: Key Information

Job Title	Shop Assistant
Department	Trading Services
Team	The Union Shop
Responsible to	Union Shop Manager and Deputy Manager(s)
Responsible for	N/A
Contract type	Zero Hours (in accordance with the needs of the organisation and the individual staff member)
Hours of work	Up to 20 hours per week during term time (including some unsociable hours)
Hourly Rate of Pay	£11.54 (excluding holiday pay) £12.93 (including holiday pay)
Purpose of role	To assist in the general running of Students' Union shop, serving customers on the tills, answering queries, and replenishing stock on to shelves.

## **Section 2a: Key Deliverables**

To help make this job description as clear as possible, we've included three examples of the type of work/jobs you'll be asked to do on a regular basis as part of this role.

- Serving customers on the tills, providing great service and complying with various internal procedures.
- Filling and rotating stock according to agreed planograms, and performing daily and weekly date checks on produce.
- Helping to receive deliveries into the shop, completing relevant paperwork where required.

## **Section 2b: Organisation Wide Responsibilities**

- Comply with relevant equality and diversity policies, promoting a healthy working environment where all individuals are valued.
- Comply with relevant health and safety policies, seeking to minimise hazards for others.
- Support the development and implementation of sustainability initiatives within the organisation.
- Comply with relevant data protection policies, ensuring General Data Protection Regulations are considered with when making plans and decisions.
- Establish and maintain excellent working relationships with students, volunteers, staff and individuals outside of the Students' Union (for example the University).
- Comply with the Students' Union's constitution and other governing documents, recognising and celebrating the contribution of members to leading our work.
- Work as part of a wider team, undertaking any other reasonable duties appropriate for the grade that may be required by the organisation.

### Section 3: Person Specification

<b>Education &amp; Training</b>	<b>Essential</b>	<b>Desirable</b>
Must be a Royal Holloway student for 2021/2022 academic year	<b>X</b>	
<b>Experience &amp; Knowledge</b>		
Experience of working or volunteering in a team, particularly in a fast-paced environment	<b>X</b>	
Knowledge of licensing law, or general rules regarding the operation of a shop		<b>X</b>
<b>Skills &amp; Abilities</b>		
An ability to provide excellent customer service in a busy environment, remaining calm, polite and friendly at all times	<b>X</b>	
Strong communication skills, with the ability to communicate effectively with people at all levels	<b>X</b>	
<b>Values</b>		
We're a values-led organisation, which means we're keen to attract applicants who share our priorities. We're keen to hear about times you've demonstrated the following:		
Student Focused: everything we do will have students at the heart of it.	<b>X</b>	
High Quality: your expectations are high, and we must exceed them	<b>X</b>	
Inclusive: we will offer a diverse range of activities and services which are fulfilling and accessible.	<b>X</b>	
Brave: we should be bold and not afraid to challenge the status quo.	<b>X</b>	
Trustworthy: we will ensure that we are transparent, honest and fair in what we say and do.	<b>X</b>	