Retail Team Leader

RETAIL SERVICES

CLOSING DATE: 30 APRIL 2018
Directors Introduction

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

Retail Services

The Retail services division within YCL has three Nisa stores serving the campus and surrounding areas. We aim to provide a positive financial contribution to company and the University.

In our stores we provide a wide range of products such as frozen, chilled and ambient food, drinks, confectionary, tobacco as well as University merchandise. We also have an online store selling university merchandise and manage the vending machines and launderettes located in the colleges.

In 2016 we designed a University of York monopoly board featuring University of York colleges and catering outlets. These have been a huge success with students, staff and visitors and are still a main feature in our stores.

The Retail service aims to provide good value for money, excellent customer service and enhance the customer experience through our well trained / skilled, informed and motivated workforce.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concession rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates
- Uniform provided

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
# Job Description

<table>
<thead>
<tr>
<th>Salary:</th>
<th>£17,500 per annum</th>
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<tbody>
<tr>
<td>Grade:</td>
<td>B1</td>
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<tr>
<td>Hours of work:</td>
<td>37 hours a week working 52 weeks a year</td>
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<tr>
<td>Contract type:</td>
<td>Open</td>
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<tr>
<td>Reporting to:</td>
<td>Store Manager</td>
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<tr>
<td>Location:</td>
<td>University of York, Heslington, York, YO10 5DD</td>
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## Main purpose of this role

Based at the brand new Nisa store at the University of York, as a Retail Team Leader you will work as part of a team to help the new store to run smoothly and efficiently. Organising the work of the Retail Assistants and ensure customers receive a positive shopping experience.

## Key responsibilities and duties:

- Ensure a high level of customer service and care is delivered at all times.

- Responsible for the day to day running of the store in the absence of the Store Manager.

- Ensure the shelves and refrigerated cabinets are replenished with stock.

- Be aware of the current licensing laws and ensure all age restricted products are not sold to anyone under the legal age limit.

- Ensure the store is compliant with all Health and Safety policies.

- Delegate work according to the staff rotas.

- Ensure staff cover is arranged to cover staff absences.

- Deliver on the job training to store colleagues.

- Preparation and checking of the cash floats.

- Oversee the use of cash registers ensuring colleagues follow the correct procedure for cash handling and use of the cash registers.

- Follow procedures to ensure the security of cash and stock and investigate any discrepancies.

- Assess potential situations, respond quickly to take the necessary action to resolve potential operational problems or customer orientated queries.

- Respond to fluctuating trading levels and adjust stock levels and staff duties appropriately.

- Order stock from a variety of suppliers to ensure a wide range of products are available to purchase.

- Identify and assess potential safety hazards and take the appropriate measures to reduce those risks.

- When the need arises provide cover on the shop floor to replenish stock and serve on the checkouts.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
## Person Specification

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tr>
<td><strong>Qualifications</strong></td>
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<tr>
<td>• 5 GCSE’s at grade C or above including Maths and English.</td>
<td>• Formal customer service qualification</td>
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<td></td>
<td>• Formal retail qualification</td>
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<td></td>
<td>• Designated Premises Supervisor qualification</td>
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<td><strong>Knowledge</strong></td>
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<tr>
<td>• Previous knowledge of the retail industry.</td>
<td>• Knowledge of licensing laws and regulations.</td>
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<td>• General understanding of the retail trade</td>
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<td><strong>Skills / Abilities/ Competencies</strong></td>
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<td>• Efficient communication skills with the ability to interact with staff and customers.</td>
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<td>• Demonstrable customer service skills</td>
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<td>• Effective organisational skills with the ability to change task with short notice to meet business demand.</td>
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<td>• Proven ability to supervise staff</td>
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<td>• Ability to deliver ‘in house’ training to staff</td>
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<td><strong>Experience</strong></td>
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<tr>
<td>• Demonstrable previous experience of working in a retail environment.</td>
<td>• Previous supervisor experience in a convenience store or supermarket</td>
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<td>• Previous supervisory experience in a retail environment</td>
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<td>• Previous experience of supervising a small team of staff.</td>
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<td><strong>Personal Attributes</strong></td>
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<td>• Self-motivated and able to motivate others.</td>
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<td>• Drive, enthusiasm and commitment.</td>
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<td>• Must have a flexible approach to the hours and days of the work</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 6598.
- Please specify in your covering letter which shift pattern you wish to apply for.
- Closing date: midnight on 30 April 2018.

What will I need?

We will ask you for:

- Personal details such as name, address, telephone number and email address.
- Contact details for two referees
- If you prefer you can email a copy of your current CV to us at the email address below or post to HR, Commercial Services, 1st Floor Helix House, York Science Park, Heslington, york YO10 5BR.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424