Retail Assistant

RETAIL SERVICES

Closing date 16.05.2018
**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

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**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—its 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

Salary: £14,470 per annum, reduced pro rata

Grade: A1

Hours of work: Variety available, please see below

Contract type: Open

Reporting to: Store Manager

Location: University of York, Heslington, York, YO10 5DD

Main purpose of this role

Working at the brand new Nisa Store based on the University of York campus, as a Retail Assistant you will work as part of a team to offer friendly, knowledgeable and efficient retail service to customers of all levels.

Key responsibilities and duties:

- Assist on the shop floor helping customers find what they are looking for and assist them with any queries which they may have.
- Serve on the checkout, ensuring a customer’s shopping is processed, packed and paid for without unnecessary delays.
- Ensure no age restricted products are sold to those under the legal age.
- Ensure deliveries of chilled, freezer and ambient are processed efficiently.
- Ensure cigarettes and alcohol are not sold to those under the legal limit.
- Be aware of the current licencing laws and adhere to them.
- To ensure a high level of customer service and care is delivered at all times.
- Maintain a high standard of hygiene, housekeeping, service and merchandising to the agreed service levels.
- Take reasonable care of your own health and safety and that of any other person in the store.
- Be able to order from a variety of suppliers.

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.

Hours available:

- **16 hours a week**
  - 08:00 - 14:00 noon Mon and Fri and 08:00 - 12 noon Wed
  - 14:00 - 18:00 Mon, Tues, Weds, Thurs
- **12 hours a week**
  - 18:30 - 22:30 Fri, Sat, Sun
  - 16:00—20:00 Mon, Tues and Weds
## PERSON SPECIFICATION

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<th>SKILLS / ABILITIES / COMPETENCIES</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td>• Demonstrable communication skills with the ability to interact with staff and customers at all levels.</td>
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<td>• Knowledge of licensing laws and rules regarding Tobacco sales.</td>
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<td>• Demonstrable level of numeracy and literacy.</td>
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<td>• Ability to work on your own initiative without close supervision.</td>
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<th>EXPERIENCE</th>
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<td>• Experience of working within the retail sector.</td>
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<td>• Experience of working within customer oriented role.</td>
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<td>• Experience of working in a convenience store or supermarket.</td>
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<th>PERSONAL ATTRIBUTES</th>
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<td>• Ability to work as part of a team, be supportive of and responsive to the needs of the team.</td>
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<td>• Have a flexible approach to the hours and days of work especially during conference and vacation periods.</td>
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How to Apply

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 6640
- Please specify in your application which shift pattern you wish to apply for.

What will I need?

We will ask you for:

- Personal details to include name, address, telephone number, email address
- Contact details for two referees
- If you prefer you can email your current CV and covering letter to the email address below or post to HR, Commercial Services, 1st Floor Helix House, Innovation Way, 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