Supermarket Manager (Multi Site)

Closing date: 28 April 2021
Interview dates: 11 & 12 May 2021 (via Zoom)
Directors Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and 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

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

**Trust** - We will place trust in you to do your job and do it well

**Respect** - We will respect you and expect you to respect your colleagues and customers

**Unique** - We are all unique and diverse and we embrace this

**Enjoy** - We strive to make work an enjoyable place, you should too!

Retail

The Retail division of Commercial Services has three Nisa stores serving the campus and surrounding areas.

We also have an online store selling university merchandise, a gift shop selling branded University of York gifts and clothing, and we manage the vending machines and launderettes located in the colleges.

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. We aim to provide a positive financial contribution to commercial services and the University.
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.

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

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

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

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An 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, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 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 growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Salary: £30,984-£34,090 per annum
Grade: C3
Hours of work: 37 per week (Full time)
Contract type: Open
Reporting to: Retail Operations Manager
Location: University of York, Heslington, York, YO10 5DD

Main purpose of this role:

- To ensure the quality, profitability and growth of the supermarkets and provide a high level of training, motivation and supervision of staff in order to maintain an excellent level of customer service.
- To contribute as part of a team to developing the general retail business to its full potential.

Key responsibilities and duties:

- Management of 3 Supermarkets of 5000 sq. ft., 4000 sq. ft. and 3000 sq. ft. respectively. Management of Gift shop, Launderette’s and Vending.
- Managing a large team of staff.
- Managing available budget.
- Identifying and maximising further retail opportunities that may arise.
- To be responsible for the day-to-day running of the supermarket.
- To ensure the profitability of the supermarket, by increasing turnover, identifying opportunities for developing and promoting sales, controlling costs, effective management of people and controlling shrinking costs.
- To ensure compliance with retail policies and procedures, uphold retail standards and best practices and to be accountable for their delivery at shop level.
- To manage and ensure compliance with Food Safety, Health & Safety including implementation of risk assessment, Trading Standards, Licensing policies, procedures and standards. Along with other nominated staff, to be the joint liquor licensee (off licence).
- To ensure a high level of customer service and care, to include tailoring the supermarket’s offering to suit the customer.
- To control stock and stock levels.
- To manage within a budget and report on variances and action taken to correct variance.
- To maintain the standard of housekeeping, hygiene, service and merchandising to the agreed service levels.
- To ensure that direct reports clearly understand the standards of performance expected of them and are clear about the key performance indicators and to ensure that corrective action is taken if the need arises.
- To develop staff to meet the needs of their jobs and to maximise their potential, to improve customer care and to increase awareness of the commercial environment.
- To be responsible for the care and security of all fixed assets, cash and stock.
- To ensure that no cigarettes are sold to persons under the age of 16 or liquor and lottery tickets/scratch cards to persons under the age of 18.
- To be responsible for the collation of the daily cash and the reconciliation of the weekly administration.
- To ensure that the standards of the price marking and price indication are correct.
- To implement best practice through benchmarking and quality assurance procedures.
• To ensure services are provided in compliance with Statute and University regulations.

• To optimise the use of IT and management information.

• To ensure that current licensing laws are adhered to and that all staff under your supervision are aware of these laws.

• To ensure that all products are ‘open dated’ and stock rotated correctly, and no products are sold out of date.

• To be responsible for the Health & Safety of all staff allocated to these areas of responsibility and for visitors to areas occupied by the function.

• To undertake any other duties appropriate to the character of the post or which arise from a change in operational procedures.

• Deputise for the retail operations manager in their absence

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.
# CANDIDATE SPECIFICATION

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUALIFICATIONS</strong></td>
<td></td>
</tr>
<tr>
<td>• Business Studies to HND level or Sales and Retail Qualification</td>
<td>• ECDL</td>
</tr>
<tr>
<td><strong>KNOWLEDGE</strong></td>
<td></td>
</tr>
<tr>
<td>• Working with ‘fresh produce’</td>
<td>•</td>
</tr>
<tr>
<td>• Understanding and interpreting Retail trends</td>
<td></td>
</tr>
<tr>
<td>• Working knowledge of the Health and Safety at work act (1974)</td>
<td></td>
</tr>
<tr>
<td>• Working knowledge of employment legislation</td>
<td></td>
</tr>
<tr>
<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
<td></td>
</tr>
<tr>
<td>• Demonstrable ability to deliver a high quality service</td>
<td>•</td>
</tr>
<tr>
<td>• Ability to deliver financial targets</td>
<td></td>
</tr>
<tr>
<td>• Computer literate</td>
<td></td>
</tr>
</tbody>
</table>
# CANDIDATE SPECIFICATION

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXPERIENCE</strong></td>
<td></td>
</tr>
<tr>
<td>• Retail management experience within a food-based operation</td>
<td>• Experience of controlling budget in excess of £2m</td>
</tr>
<tr>
<td>• Retail experience within a multi-site business</td>
<td>• Track record of developing business growth and profit management</td>
</tr>
<tr>
<td>• Previous experience in a customer service focused environment</td>
<td>• Understanding of how IT can be used to improve working practices, deliver quality management information and inform appropriate actions</td>
</tr>
<tr>
<td>• Strong people management skills</td>
<td></td>
</tr>
<tr>
<td>• Financial awareness of costing, pricing and budgeting requirements</td>
<td>• Belief in innovation, creativity and thinking ‘outside the box’ while still maintaining excellent judgement and understanding of the local environment</td>
</tr>
<tr>
<td>• Outstanding interpersonal skills including the ability to earn the respect of, and communicate effectively with colleagues and customers</td>
<td></td>
</tr>
<tr>
<td>• Retail management experience and proven track record of achievement, along with business focus and determination to achieve results</td>
<td>• Experience of managing within a customer focused environment and implementing and delivering staff training</td>
</tr>
<tr>
<td>• Excellent communication skills, capable of communicating at all levels,</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PERSONAL ATTRIBUTES</strong></td>
<td></td>
</tr>
<tr>
<td>• A motivated manager able to lead by example</td>
<td></td>
</tr>
<tr>
<td>• An innovative thinker who is results driven</td>
<td></td>
</tr>
<tr>
<td>• A flexible approach as the post will require some evening and weekend working</td>
<td></td>
</tr>
<tr>
<td>• Career focused</td>
<td></td>
</tr>
</tbody>
</table>
How to Apply

Online

• Go to https://jobs.york.ac.uk/ycl
• Find the vacancy using the reference
• Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

What will I need?

We will ask you for:

• Personal details
• Your employment history
• Relevant qualifications
• Contact details for two referees

You will need to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

YCL 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.

Applicants aged 18 and under will only be offered a maximum of 20 hours of work a week, and must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

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