Assistant Supermarket Manager (Multi-site)

Closing date: 30 September 2021

Interview date: 7 & 8 October 2021
Introduction

YCL is a subsidiary company of the University and is part of the Commercial Services team within the Department of Technology, Estates and Facilities (DTEF).

Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to learn, live and work. Our role is ‘to provide services and facilities to the core business of the University and the wider University community’. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University’s operational needs.

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.

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.

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!
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.

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 2021 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: £27,511.69 per annum
Grade: C2
Hours of work: 37
Contract type: Open
Reporting to: Supermarket Manager (Multi-Site)

Main purpose of this role

- To provide effective day to day management of two retail stores, merchandise Store, laundrette and vending facilities across campus, deputising for the Retail Store Manager (multi-site) as required, delivering a high quality service which meets and exceeds business needs and customer expectations.

- To work with the supermarket Manager 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

- Managing a large team of staff over two sites.

- In conjunction with Supermarket Manager managing available budget and to assist to meet targets on profits.

- Identifying and maximising further retail opportunities that may arise.

- To be responsible for the day-to-day running of the supermarket.

- 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.

- 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 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 collate store figures (personnel costs; takings; waste; price reductions; cash reconciliations) investigating any discrepancies on a daily basis.

- To Maintain and update the EPOS system ensuring new and promotional prices have been implemented.

- To actively monitor price marking and product descriptions through ‘spot checks’ to ensure compliance with trading Standards.

- To monitor and maintain relevant checkout and cash control procedures.

- To control stock and stock levels, to meet regular, normal trading patterns and ‘one off’ busy demand periods.
Key responsibilities continued

- To be responsible for the collation of the daily cash and the reconciliation of the weekly administration in the absence of the Supermarket Manager.

- To ensure that the standards of the price marking and price indication are correct.

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

- Compilation of staff rotas, ensuring that appropriate staffing levels are maintained at all times.

- Ensuring that casual workers system is up to date and that all timesheets are processed in accordance with timeframes.

- 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 ensure the care and security of all fixed assets, cash and stock.

- Arranging staff replacements to cover sickness and absenteeism.

- Following HR processes and procedures in relation to sickness absence, performance etc with any staff issues.

- According to trading patterns, the post holder undertakes all the duties of Retail Supervisor and/or Customer Service Assistants with the responsibility of being the senior person on duty.

- Deputise for the Supermarket 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

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<th>QUALIFICATIONS</th>
<th>ESSENTIAL</th>
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<tr>
<td></td>
<td></td>
<td>• Formal Customer Service or Retail Qualification</td>
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<td>• Formal Management Qualification</td>
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<th>KNOWLEDGE</th>
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<tr>
<td></td>
<td>• General Knowledge and understanding in a retail environment</td>
<td>Previous experience in a supermarket environment</td>
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<td>• Knowledge of Budgets and stock control</td>
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<th>SKILLS / ABILITIES/ COMPETENCIES</th>
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<td></td>
<td>• Excellent communication skills</td>
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<td>• Excellent Customer Service Skills</td>
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<td>• Good organisational skills</td>
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<td>• Good levels of literacy and numeracy</td>
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<td>• Ability to manage staff and to provide 'in house' training</td>
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<td><strong>EXPERIENCE</strong></td>
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<td>• Experience of managing a small team of staff</td>
<td>• Previous retail experience</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>• Customer service focussed</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>• Flexible in approach to work, and working patter to meet business needs</td>
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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