Retail Assistant
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.

We wish you well with your application.

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.
Main purpose of this role

- Based at one of our Nisa Stores at 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 customers 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 are processed efficiently and booked in following procedures.

- 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.

- Complete a Food Safety Level 2 course as a minimum and use the training in your day to day role

- Have the flexibility to work in one of our other retail stores on the University Campus as and when required

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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<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td><strong>QUALIFICATIONS</strong></td>
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<tr>
<td><strong>KNOWLEDGE</strong></td>
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<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
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- **QUALIFICATIONS**

- **SKILLS / ABILITIES/ COMPETENCIES**
  - Demonstrable communication skills with the ability to interact with staff and customers at all levels.
  - Demonstrable level of numeracy and literacy.
  - Ability to work on your own initiative without close supervision.

- **KNOWLEDGE**
  - Knowledge of licensing laws and rules regarding Tobacco sales.
- **ESSENTIAL**
  -  |
- **DESIRABLE**
  -  |
# CANDIDATE SPECIFICATION

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<td><strong>EXPERIENCE</strong></td>
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<tr>
<td>• Experience of working within the retail sector.</td>
<td>• Experience of working within customer oriented role.</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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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

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