Retail Supervisor
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 the brand new Nisa store at the University of York, as a Retail Supervisor 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.
- 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.
- Compilation of staff rotas, ensuring that appropriate staffing levels are maintained at all times.
- 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 that direct reports clearly understand the standards of performance expected of them and to ensure that corrective action is taken if the need arises.

• To ensure that no cigarettes or lottery tickets/scratch cards are sold to persons under the age of 16 or liquor to persons under the age of 18.

• Management of the epos system.

• Ensure promotions are launched and deactivated in a systematic and timely fashion

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

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

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

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>ESSENTIAL</th>
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<td><strong>QUALIFICATIONS</strong></td>
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<td>• 5 GCSE’s at grade C or above (or equivalent) including Maths and English.</td>
<td>• Formal customer service qualification</td>
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<td>• Formal retail qualification</td>
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<td>• Designated Premises Supervisor qualification</td>
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<td><strong>KNOWLEDGE</strong></td>
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<td>• Previous knowledge of the retail industry.</td>
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<td>• General understanding of retail trade</td>
<td>• Knowledge of licensing laws and regulations.</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 provide '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 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 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