



# JOB DESCRIPTION

**JOB TITLE:** Studio Casual Sales Assistant Ref: SSA/1109  
**DEPARTMENT:** Retail Services  
**REPORTING TO:** Studio Manager, Supervisor  
**JOB PURPOSE:** To undertake sales and customer service duties that are required to operate the Studio, and be responsible for stock replenishment, delivering a high level of customer service and the overall presentation of the Studio.

1. Operating the cash till efficiently, ensuring all monies received are correctly registered, and to serve customers courteously and efficiently, ensuring the highest standards of customer service.
2. Ensuring at all times that the required price is charged for sales.
3. Monitoring stock on shelves, filling up on lines where necessary and assisting with stock counts.
4. Ensuring all stocks are held in accordance with the Union's security and financial procedures, and with shop procedures.
5. Ensuring that the presentation of all products and displays are to a standard so as to attain customer satisfaction.
6. All other appropriate duties as and when required by the Manager

## LIAISON WITH OTHER PERSONNEL

The postholder will work under his/her own initiative but under the supervision of line management. There is a need for excellent communication and the continued maintenance of relationships with all staff in the Union, all customers and appropriate external contacts.

## HOURS OF WORK

The times when the hours are worked are negotiable but will fall between the hours of 9:30am – 5pm Monday to Friday and between 11 am – 4 pm on some Saturdays.

Extra hours will need to be worked to cover staff holidays.

# CONTRACTUAL INFORMATION

**JOB TITLE:** Studio Casual Sales Assistant  
**SALARY:** £5.99 per hour (Under 22) £6.50 (Over 22)  
**ADDITIONAL REQUIREMENTS:** You will be required to work during Graduation 2010 and Freshers' Week 2010  
**CLOSING DATE FOR APPLICATIONS:** Friday 13 November 2009.  
**INTERVIEW DATE:** Week commencing 16 November 2009  
**START DATE:** To be agreed  
**APPLICATION FORMS SHOULD BE RETURNED TO:-** HR Department  
University of Sheffield Union of Students  
Western Bank  
SHEFFIELD  
S10 2TG

**We regret that we are unable to reply to applicants who are not shortlisted for interview. If you have not heard from us by 19<sup>th</sup> June 2009 please assume that you have not been successful and we thank you for your interest in this position.**

## EQUAL OPPORTUNITIES POLICY STATEMENT

The Union is committed to ensuring equal opportunities for all, treating **all** people with dignity and respect and aims to eliminate unfair and discriminatory practices. All employees and job applicants will be treated in the same way regardless of, amongst others, gender, colour, nationality, including citizenship, ethnic or national origin, age, socio-economic status, marital/parental status, family circumstances/commitments, sexual orientation, physical or mental disability, political or religious beliefs, spent or irrelevant convictions, or TU membership.

**The aim of the policy** is to ensure that no job applicant or employee receives less favourable treatment on any grounds which are not relevant to good employment practice.

The Union recruits staff purely on their relevant merit and ability, by ensuring fair recruitment and selection procedures. We give equal access to training and development opportunities and therefore aim to provide a developmental environment free from unfair discrimination.

The Union embraces the principles contained in the Race Relations Amendment Act (2000) in relation to our staff, in that it is committed to tackling race discrimination, promoting equality of opportunity and good race relations between people of all racial groups in all aspects of recruitment and selection, training/development and the implementation of our staff policies.

All duties are required to be carried out in accordance with this policy.

## NO SMOKING POLICY

A no smoking policy is in operation at the Union. It is a condition of every employee's contract of employment that (s)he complies with this policy.

## ASYLUM & IMMIGRATION ACT

The Asylum and Immigration Act (1996) states that all prospective employees, regardless of nationality, must prove their eligibility to work in the UK. You should be aware that, if appointed to the post, you will be required to provide documentary proof of your eligibility to work.



# PERSON SPECIFICATION

**JOB TITLE:** Casual Studio Sales Assistant

**DEPARTMENT:** Retail Services

**KEY:** A = Application Form; I = Interview; T = Test/Exercise; R = References

	<b>Criteria</b>	<b>Essential / Desirable (E/D)</b>	<b>Assessment Method</b>
<b>Specialist skills:</b>	Some till work experience. Experience of working in a clothes retailing environment Experience of working in a gift retailing environment.	E D D	
<b>Personal skills:</b>	Friendly, outgoing, polite and courteous in all dealings with staff and customers alike.  Accurate and attentive.  Honest and trustworthy  Ability to work under pressure	E  E  E  E	
<b>Experience:</b>	Experience of working in a retail environment.	D	
<b>Attitude:</b>	A team player, able to form relationships with a wide variety of people at all levels. Able to work equally well as part of a group or individually. Uses initiative and is self-motivated. Commitment to providing 100% customer satisfaction 100% of the time.	E E E E	
<b>Qualifications/ Training</b>	Willingness to undertake any training necessary to improve performance/service.	E	
<b>Other role specific requirements:</b>	Willingness to carry out other associated duties (shelf filling). NB This post will sometimes involve lifting boxes. Willingness to cover staff holidays/sickness, often at short notice.	E D	