UNIVERSITY OF WARWICK

Job Description

Job title	Retail Assistant - Night Shift
Department	Warwick Food Group
Grade	FA1

Job purpose (a brief summary of the role)	To provide an efficient replenishment for effective, and efficient service for the Co-op shop.
Duties and responsibilities	Ensure the shop is adequately stocked, which will involve: • Replenishing and displaying stock to planogram following the SOP, ensuring every product has a shelf edge label • Re-stocking the shelves to ensure they are filled to an appropriate level • Working all stock (delivery, top stock and warehouse overs), ensuring replenishment is completed in rotation order. • Storing over stocks that will not go on display appropriately either as; top stock, in the warehouse, cold store and freezer in an organised and efficient manner. Serve customers in a thoughtful polite, considerate manner: • Responding quickly and positively to customer questions Ensure the shop is maintained and presented in a 'customer ready' state: • Clearing and sorting rubbish for recycling collection • Ensuring all shelves are clean before replenishing stock items in the right place • Clearing up spillages and dealing with damaged goods to SOPs, maintaining a consciousness of Health and Safety implications *This list is not exhaustive and will be reviewed periodically when adjustments may be made.*

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience, and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Experience of working in a busy shop/retail or warehouse environment.	A & C
E2	Experience of working in a team.	A & C
E3	Customer service skills / interpersonal skills.	A & C
E4	Approachable and polite.	A & C
E5	Communication skills.	A & C
E6	Numerate and literate.	A & C
E7	Possesses a willingness and is keen to participate in all areas of work.	A & C
E8	Flexibility to meet the demands of the post.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Experience of working evening / night shift.	A & C