

**Job Description**

Job Title: Shop Assistant Staff

Salary: £12.60 per hour

Location: Students’ Union Shop

Responsible to: Shop Manager

**Job purpose:**

Shop Assistant Staff are required to support duties Monday-Friday 10:00 – 17:00, joining our existing shop staff. The hours will be approximately 10 hours per week, dependent on the needs of the business. Our Shop Assistant staff are the front face of the Union shop providing a friendly greeting for all customers.

**About us:**

Stirling Students’ Union is the representative student body at the University of Stirling. We are a registered charity and exist to support students getting the best degree, helping students make friends, supporting students when they need support and building skills for the future. We do this by supporting academic reps, providing volunteering opportunities, societies and sports clubs. We also offer support, employability skills, advice and opportunities to influence our sustainability work. We are proudly student led and each spring elect four full time paid students to lead our work: President, Vice President Communities, Vice President Education and Sports Union President.

**Key duties:**

* Deliver excellent customer service, creating a welcome environment for all customers
* Answer customer queries in a polite and helpful manner
* Offer advice to customers on products that are suitable for their needs
* Help customers locate items within the shop
* Process payments at the till point
* Keep the shop floor clean and tidy at all times
* Stock shelves with new products as and when required
* Inform customers of shop promotions to encourage purchases
* Receive stock deliveries

**Relationships:**

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| --- | --- |
| **Internal:**   * Shop Manager * Shop staff * Union staff and officers | **External:**   * Students * University Staff Members |
| **Person Specification**   |  |  |  | | --- | --- | --- | | **Knowledge & Experience** | **Desirable** | **Essential** | | Experience of delivering excellent customer service |  | X | | Familiarity with point of sale (POS) systems | X | X | | Experience of working in a retail environment | X |  | | Ability to work in a fast-paced environment and handle multiple tasks | X |  |      |  |  |  | | --- | --- | --- | | **Attributes** | **Desirable** | **Essential** | | Strong interpersonal and communication skills |  | X | | Willingness to take initiative |  | X | | Understanding and commitment to Equality, Diversity and Inclusion |  | X | | Commitment to working in a student-led environment |  | X |   **General**:  The annual holiday entitlement is 28 days (5.6 weeks) per year (pro rata), inclusive of any public holiday entitlement. The amount of holidays actually accrued will be calculated at a rate of 12.07% of any hours worked.  This job description is correct as of 2nd April 2025 and shall be updated as and when required with the appropriate body. It should not be regarded as exhaustive or exclusive and duties may change from time to time.  **Sign-off:**   |  |  | | --- | --- | | **Job Holder** | **Manager Karen McGregor** | | **Signature** | **Signature** | | **Date** | **Date 3rd March 2025** | | | |