## Job Description

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Sales Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible to:</td>
<td>Shops Team Leaders, Deputy Retail Manager, Retail Manager</td>
</tr>
<tr>
<td>Department:</td>
<td>Retail</td>
</tr>
<tr>
<td>Revision date:</td>
<td>February 2019</td>
</tr>
</tbody>
</table>

### JOB PURPOSE & GENERAL INFORMATION:

To assist the retail management team with the development of a sound commercial base for Edinburgh University Students’ Association by ensuring the smooth front of house operation of Edinburgh University Students’ Association retail outlets and to maintain very high standards of customer service at all times.

To follow the procedures for all retail orders, purchases and stocks effectively and accurately.

To comply with all current relevant legislation and licensing within the retail areas and ensure high level of cleanliness in the shops.

### Main duties and responsibilities:

#### Standards & Service

- To provide a professional, friendly and efficient service to all Students’ Association retail customers, understanding their needs and requirements, working to exceed these wherever possible.
- To provide point of contact for customer enquiries & assistance, dealing with those to a successful outcome.
- To demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognising the importance and benefits of working as a team.
- To work in an efficient and effective manner.
- To maintain a clean and well-presented shop area at all times.
- To replenish and merchandise stock to the high quality standards expected, including vending machines in the relevant buildings.
- To handle cash and adhere to the correct cash procedures.
- To use the EPOS system correctly at all times.
- To be aware of stock control, ordering and delivery procedures and adhere to these as required.
- To operate stock rotation systems.
- To sell alcohol and to follow the conditions of our premises license are strictly adhered to at all times.
- To attend all Health & Safety and fire training sessions as and when required.
• To always maintain a high standard of personal hygiene and appearance.
• Any other appropriate duties as deemed necessary by the Retail Manager, Deputy Retail Manager and Shop Team Leaders.

**Other:**
• The Students’ Association’s overall vision is that *all students at Edinburgh should have the power to shape their own future and enjoy a vibrant and cohesive student community where everyone is valued and respected*. Our staff have an essential part to play in achieving this vision. Every staff member at the Students’ Association, wherever they work, has the same responsibility.
• A commitment to the delivery of the Students’ Association’s Strategic Plan through the implementation of departmental plan activities
• A positive and respectful attitude to all Students’ Association staff, its management, the organisation as a whole, and its members, clients and partners
• To ensure that every student, staff member or visitor using any of our services has the best possible experience of that service and of the Students’ Association as an organisation.
• Adhere to and support Students’ Association’s Ethical, Environmental and Health and Safety policies and procedures
• A commitment to training and development of self and others
• Any other appropriate duties as reasonably required by your line manager, Departmental manger or Senior Management

**KEY RELATIONSHIPS**
Retail Manager
Deputy Retail Manager
Shops Team Leaders
All retail staff
## Person Specification

### Sales Assistant

An enthusiastic, friendly and competent individual who has high expectations of themselves and others, with a passion for excellent service and the ability to successfully maintain and deliver that service at a consistently high standard.

### Essential:

**General:**
- A very positive attitude towards Edinburgh University Students’ Association and a strong desire to work for the organisation and to help to support future developments to reach consistent standards of excellence for the whole organisation.
- A strong commitment to delivering a genuinely world leading student experience for our student members.
- A strong commitment to the values of the organisation and a desire to make a positive contribution to those values.

**Specific:**
- Demonstrable experience in a customer-focused retail role.
- Excellent communication and interpersonal skills.
- The ability to demonstrate and engender a positive, helpful and welcoming attitude to members and customers.
- High personal standards of performance and pride in your work and the ability to be self-motivated and to use own initiative.
- The ability to build and maintain good working relationships with fellow staff and members/customers.
- Strong organisational skills and the ability to prioritise.
- Reliability and honesty.
- Good sense of humour and an understanding of how to be happy at work.
- A well-presented appearance.
- A willingness to learn new skills as required and to undertake appropriate training.
- Flexibility in terms of hours worked/shift patterns in all Students’ Association retail units

### Desirable:
- Product knowledge within the range of goods offered by Students’ Association shop outlets.
- A good working knowledge of Health and Safety issues relating to retail outlets and the licensing legislation.
- Experience and understanding of EPOS systems.
- Understanding and experience of stock-taking and cash handling systems.
Other:

Shared Values:
Our core values are the most important way in which we define who we are. They guide our strategy, inform our everyday decisions and influence our behaviour, both as an organisation and as individuals representing the Students’ Association.

- Students first
- Home from Home
- A place for all
- Power to change

Shared Competencies:

- Communicating effectively
- Customer Focus
- Delivering results
- Initiative & Creativity
- Knowledge & Skills Development
- Teamworking

For each of the above competencies, our competency framework describes the specific behaviors you need to demonstrate in this role. Within the competency structure, this is a Level 1 position.