

**Role Title:** Shop Assistant

**Location:** The Leys School

**Responsible to:** Shop Manager

The role of the School Shop is to contribute to the image and presentation of the School through the provision of high quality and competitively priced pupil uniform, sports kit, and accessories. We also supply stationery, toiletries, and confectionary to our staff and pupils. The School Shop is open during term time and for uniform appointments from the start of the holidays through to September, excluding two weeks in August when they close. Customers comprise existing pupils, prospective pupils, parents, and staff. Our peak sales period is between June to September when we are fitting School uniforms for both The Leys and St Faith's pupils.

This role includes supporting the team with deliveries, and general day to day administrative duties whilst working in a fast-paced environment. The ideal candidate will have excellent communication skills, be computer literate, have an eye for detail, and be physically fit as some lifting is involved. Excellent customer service skills, and the ability to multitask is essential. Prior experience in a sales environment would be an advantage however relevant training will be provided.

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**Term Time Hours:** Tuesday and Thursday 09:30am to 4:30pm with a 30-minute unpaid lunch break **PLUS** optional shared Saturday morning rota (09:30am-12:45pm).

**Summer Holiday Hours:** Typically, Tuesday, Thursday, and Friday 09:00 am to 4:00pm, with a 30-minute unpaid break for lunch (there may be opportunity to be flexible with the actual days worked) **PLUS** the Sunday before the academic year starts

In addition, the post holder will be required to work:

**Easter Holiday Hours:** Thursday and Friday, 09:00am to 4:00pm, with a 30-minute unpaid break for lunch, in the week before the Summer Term starts.

*Please note the shop is closed for all half term school holidays, for 2.5 weeks at Christmas, 2 weeks at Easter and 2 weeks in August and therefore you will be contracted to work for approximately 43 weeks per year.*

**This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

### Main purpose of the role

- To assist the Shop Manager in developing, promoting, and running the busy school shop at The Leys
- Day to day service operation of the Leys shop retailing a wide range of school uniform, accessories, and equipment.
- The postholder will assist in ensuring that high standards of customer service are maintained, and targets and budgets are met.

- To manage the stock and security of stock in the shop.
- To provide administration support to the Shop Manager.

## **Main duties and responsibilities**

### **Customer Service:**

- Dealing with sales of school clothing and other products including stationery and tuck, ensuring correct fitting of items and maximising sales opportunities through strong product knowledge and well-developed sales techniques.
- Booking appointments for parents to visit the shop and have one to one purchasing advice.
- Dealing with parent appointments and uniform fittings.
- Handling orders and customer enquiries for School uniforms and accessories.
- Assisting customers, dealing with queries, problems, complaints, etc.
- To operate a touch point till, cash register, and card machine.
- Reconciling cash receipts, ensuring cash is securely stored and producing necessary spreadsheets as directed.
- Ensuring the security of the stock and cash at all times.

### **Deliveries:**

- Accept, check, and put away deliveries, ensuring the security of all stock.
- Pricing stock under the direction of the Shop Manager.
- Organise and assist in stocking up of the school shop, and Balgarnies café throughout the day.

### **Stock Control:**

- Stock levels – rotating stock, moving supplies; daily re-stocking of shop shelves from stock rooms; ordering stock well in advance so that items are never out of stock.
- Monitoring and notifying stock levels to Shop Manager.
- Assist in the termly stocktake, including counting and listing stock for both the shop.
- Stock control – random stock checks and till checks to keep tight control of all stock levels.
- Maintaining consistent tidiness and organisation of stock room.

### **Administration:**

- Written communication and updates to parents.
- Create posters, presentations and website communications.
- Place new orders as necessary.
- Order, introduce and promote new lines.
- Manage website sales.
- Reconcile daily till totals and prepare daily reconciliation forms for accounts.
- Keep displays & signage – shop and noticeboards up-to date and change fortnightly as necessary.

### **General Tasks:**

- Weekly cleaning and tidying of all rooms within the shop area including the external store.
- Maintain a high standard of professionalism and personal presentation in representation of the School.

- Attend any relevant meetings/training courses as directed by the Shop Manager.
- Ensure that shop areas are kept in a general state of tidiness and cleanliness, ensuring that Health and Safety policies are enforced.

In the event of staff illness or extraordinary workload in any of the shop departments (seasonal busy periods), the postholder may be required, to provide cover for tasks that can reasonably be expected to be within the capabilities of the employee.

## **Safeguarding responsibilities**

- To have read the School's Child Protection Policy and updates to this policy as required by the School.
- To adhere at all times to the School's Child Protection procedures and to undertake responsibility to safeguard pupils.
- To be aware of and adhere to at all times the School's Staff Behaviour and Code of Conduct and confidentiality.
- A duty to report and discuss any concerns about the safety of children and their wellbeing to the Designated Safeguarding Lead (DSL).
- A duty to report any low-level concerns about colleagues to the Designated Safeguarding Lead (DSL).

To be informed and trained to an appropriate level and to complete mandatory safeguarding training as required by the School.

## **General Tasks**

- To refer to and adhere to all Health and Safety procedures and policies as appropriate and other legislative requirements as required, carrying out duties by working in a safe and organised manner.
- To ensure that a safe / secure environment exists for pupils / staff and customers and meet requirements under the Health & Safety at work Act 1974 and C.O.S.H.H.
- To uphold the provisions of data protection legislation, the School's Data Protection Policy, and other related policies.
- Understand and be mindful of the School Acceptable Use Policy and Staff ICT & Social Media Guidelines.
- To adhere to and maintain School Policies and Procedures and work with regard to the ethics of the School.
- To observe / implement all relevant legislative requirements, maintain and update own knowledge as appropriate for the role.
- To work flexibly as necessary to meet the needs of the role and the School.
- To undertake any other reasonable associated request from the Shop Manager, Finance Bursar, Headmaster/Bursar, or other senior member of SMT as appropriate.
- To refer to and adhere to all Health and Safety procedures and policies as appropriate and other legislative requirements as required, carrying out duties by working in a safe and organised manner.

Signature:

Date:

**The list of tasks or duties and responsibilities described above is not exhaustive, and the School is entitled to instruct you, at any time, to carry out additional duties or responsibilities, which fall reasonably within the ambit of the job description, or in accordance with operational requirements.**

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Person Specification	Essential	Desirable	Method of Assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE Maths and English A-C Grade or equivalent.</li> </ul>		<ul style="list-style-type: none"> <li>Production of the applicant's certificates.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Retail experience</li> <li>Administration experience</li> </ul>	<ul style="list-style-type: none"> <li>Stock control experience</li> </ul>	<ul style="list-style-type: none"> <li>Contents of the application form.</li> <li>Interview.</li> <li>Professional references.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent customer service skills (ability to communicate well with staff, students, parents, and visitors).</li> <li>Good written and verbal communication skills.</li> <li>Excellent administration skills.</li> <li>Good ICT skills and working knowledge of MS Office, Excel, Word, and PowerPoint.</li> <li>Team player ethic.</li> <li>Be able to self-start, use initiative, prioritise, and work to deadlines.</li> <li>Be diligent and organised and pay attention to detail.</li> </ul>		<ul style="list-style-type: none"> <li>Contents of the application form.</li> <li>Interview.</li> <li>Professional references.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Physically fit, the role requires frequent lifting and moving of stock and deliveries.</li> <li>Have some flexibility regarding working hours, especially during the very busy back-to-school period in the summer holidays.</li> </ul>		<ul style="list-style-type: none"> <li>Interview.</li> <li>Professional references.</li> </ul>