

Retail Supervisor

Salary: circa £25k

Location: Central London but post holder will be required to work flexibly across other university or Students' Union sites

Working hours: 37 hours per week

Contract length: Permanent

About the job

We are looking for an experienced Retail Supervisor to assist the manager in the day-to-day performance and growth of our retail operations including our physical campus and online stores. You will be developing your own knowledge and skills and those of the retail team ensuring results are delivered through exceptional customer service to our diverse membership and other users.

A bit about us

Part business, part charity, part membership body – students' unions are all seriously fun places to work. They are organisations in their own right. Professionally run, but different. Professional teams support elected student leaders so as they make change, improve lives and fulfil potential, we help make it happen.

Benefits and Perks

In return for your passion and experience we offer the flexibility for work-life balance, a competitive salary for the non-profit sector, childcare vouchers, cycle to work scheme, travel loans, a company pension, extensive professional development opportunities, free gym membership, and over 6 weeks' time off (holidays and closure days). We're absolutely open to considering requests for job-share or part-time working.

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Job Description

JOB PURPOSE

- 1. Supervise the day-to-day performance and development of the retail operations to increase usage and profitability**
- 2. To ensure results are delivered through exceptional customer service via our diverse membership and other users.**
- 3. Supervise the retail team consisting of permanent and student staff, and external contractors**

KEY RESPONSIBILITIES

Day-to-day performance

- To supervise the day-to-day performance of the retail campus and online operations
- To undertake continued market analysis to identify strengths, weaknesses, opportunities and threats in provision and contribute to the development of robust operational plans
- To analyse and identify key financial indicators and critical success factors ensuring operations plans are achieved and budget targets are met and exceeded
- To be responsible for legal compliance including health and safety as appropriate for the role in the retail operational areas
- Responsible for maintaining the highest hygiene standards and delivering HACCP system
- Ensure any health and safety concerns are reported/dealt with ensuring the safety of staff and customers
- Ensure any faulty equipment/fixtures are reported to relevant manager and/or LSE Estates
- To liaise with suppliers on a day-to-day basis to ensure their and our commitments are delivered
- To be responsible for allocated stock areas including stock checks and monitoring of levels
- To ensure front and back-of-house areas are organised and kept to a high standard of cleanliness including relevant labelling of stock
- To ensure data from EPoS system is collected, monitored and analysed
- To undertake the administration of money including its reconciliation, timely and accurate invoicing and other financial administration as required
- To assist in the co-ordination of regular marketing and promotions
- To be responsible for the keys of the retail operations ensuring the security of premises and is opened and closed as required including evenings and weekends
- To be a contact for emergency call outs

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- Liaise with other commercial departments across LSESU and Arts-SU contributing to the strategic direction of the commercial team

Members and customers

- To deliver a customer service focussed culture across retail operations
- To listen to and communicate effectively with all our members and customers
- To ensure that all retail services and any ad hoc off site operations are relevant to LSE's wide and diverse membership
- To develop and monitor product and service quality across the retail operations
- Collate and analyse customer feedback to improve service delivery and product lines and contribute to the overall development of the retail operations.
- To deliver services that are easy to access for all members and customers

People management and development

- To assist in the recruit of people with Union-compatible behaviours and values and ensure that they are given access to training from induction through to any specialist training required to do the job to the highest standard
- To train, support and motivate people, managing their performance and delivering a culture of development and progression
- To ensure that all staff know, understand the Students' Union's values through leading by example
- To support a culture of recognition of people who deliver
- To work effectively with people, developing productive relationships with colleagues and other stakeholders
- To ensure that personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- To be responsible for managing student staff including their recruitment, training, rotas and timely completion payroll

General duties

- To deliver and develop targets outlined in the Union's strategic plan.
- To contribute and assist in the Union's planning processes and the review of its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
- To undertake your own typing, filing, photocopying etc.

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- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- To take ownership of, their Induction, Personal Review Programme, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students' Union.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Fresher's and welcome festivals and any other key event, including elections, if necessary.
- Staff are expected to portray a positive image, both internally and externally of the Students' Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
- Where you are required to work with volunteers you must support and manage them appropriately in line with the Students' Union volunteer policy
- Environmental consideration and environmental best practice is the responsibility of all Students' Union staff
- Any other tasks that would be deemed suitable within this role as directed by line manager

About you

PERSON SPECIFICATION

CRITERIA	Requirement	Application	Interview Day
QUALIFICATIONS			
Good general education	Essential	√	
NVQ (or equivalent) in Retail Management	Desirable	√	
EXPERIENCE			
Demonstrable supervisory experience in an Commercial/retail organisation with significant income and staffing	Essential	√	√
Experience of managing budgets and achieving targets	Desirable	√	√
Experience of buying/merchandising and effective liaison and negotiation with external suppliers	Desirable	√	
Proven experience of instigating change	Desirable	√	√

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Demonstrable experience of working effectively on own initiative	Essential		√
ATTRIBUTES/SKILLS			
Able to understand working with a complex external organisation	Essential	√	√
Self-motivated and self-reliant	Essential		√
Skilled in utilising research and interpreting data	Essential		√
IT competent with a working understanding of Microsoft Office	Essential	√	√
Ability to formulate development plans for services and activities	Essential	√	√
Exceptional Interpersonal and Communication Skills (Written and Oral)	Essential	√	√
Able to create and maintain strong working relationships.	Essential		√
Able to lead, empower and engage others in shaping the future	Essential		√
Able to overcome hurdles and problems in a constructive manner	Essential	√	√
VALUES AND ETHICS			
Desire to work within a democratic student led environment	Essential		√
Understanding and commitment to equal opportunities	Essential		√
Desire to work within organisation servicing a culturally diverse membership	Essential		√
Committed, positive, outgoing and approachable with a 'can do' attitude	Essential		√
Demonstrably high standards of personal integrity	Essential		√

Job application timeline

Closing date for applications 29th September

Interview date TBC

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