

JOB DESCRIPTION

Job Title: Retail Assistant Part Time Evenings and Weekends

Grade: 1

Responsible to: Retail General Manager

Job Purpose:

To deliver excellent customer service and support the efficient day-to-day operation of the retail outlet, maintaining high standards across the shop floor and providing practical guidance to Casual Retail Assistants under the direction of the Team Leaders and General Manager.

Main Duties and Responsibilities:

Deliver high standards of customer service and provide practical support to less-experienced staff to help them achieve these standards.

Operate tills and process transactions accurately

Maintain shop floor standards, merchandising and availability

Maintain accurate pricing and promotional displays

Follow Health and Safety and company procedures

General Duties and Responsibilities

Use previous retail experience to work independently during allocated shifts, providing practical guidance and support to less-experienced Casual Retail Assistants.

Help ensure that tasks allocated by the Team Leader are completed to the required standard, raising any issues appropriately.

Respond appropriately to suspected theft or security concerns in line with Retail and FX Plus procedures and processes.

Ensure routine customer enquiries and issues are dealt with efficiently and with appropriate regard to individual needs.

Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.

Agree personal and team objectives and work to achieve them, developing both individually and collectively.

Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.

Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

PERSON SPECIFICATION

Post Title: Retail Assistant

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	GCSE or equivalent	Food hygiene and Age-Related trained
Experience / Knowledge	Previous experience working independently in a customer-facing retail environment Understanding of retail standards, health and safety, and customer care. Excellent customer service and communication skills Able to work alone without supervision Ability to work effectively within a team. Ability to use initiative to resolve routine issues. Basic card handling and numeracy skills.	Personal License Knowledge of stock control, replenishment and merchandising. Experience of EPOS/till systems. Understanding of food safety and waste reduction practices. Experience working in a fast-paced environment.
Personal Requirements	Reliable, dependable and punctual, with a flexible approach to working hours and business needs Ability to remain calm and approachable when dealing with	Full Driving License

	customer enquiries, complaints or challenging situations.	
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