



Job Description	
Job Title	School Shop Assistant
Responsible to	School Shop Manager
Department	CCSL
Purpose of job and primary objectives	To deliver an excellent experience to customers and provide advice on the best items to purchase based on customer needs. You will ensure the shop floor is presentable and enticing to those using our service.
What we are looking for:	
Key Traits: <u>Essential:</u> <ul style="list-style-type: none"> • Friendly and welcoming disposition. • Attentive to the needs of others. • Confident and self motivated. • Ability to work well with others, as well as take own initiative when required. 	Application, Interview
Key Qualifications: <u>Essential:</u> <ul style="list-style-type: none"> • Strong literacy and numeracy skills. 	Application
Knowledge & Experience required: <u>Essential:</u> <ul style="list-style-type: none"> • Good working knowledge of customer service best practice. • Experience of working within in a busy environment with competing priorities and tight deadlines. <u>Desirable:</u> <ul style="list-style-type: none"> • Previous experience of working in retail. 	Application, Interview
Skills Required: <u>Essential:</u> <ul style="list-style-type: none"> • Excellent communication skills with the ability to stay calm during all interactions. • Attention to detail to ensure the shop floor is presentable and fully stocked. • Confidence in giving advice and information to customers. <u>Desirable:</u> <ul style="list-style-type: none"> • An understanding of retail procedures such as stock taking and till usage. 	Application, Interview

Responsibilities:	
<ul style="list-style-type: none"> • Deliver exceptional customer service at all times. • Process online orders accurately and efficiently. • Take responsibility for visual presentation and cleanliness of the store. • Ensure accurate and appropriate advice to ensure that our customers buy the best and relevant products to meet their needs. • Assist with uniform fittings. • Any other duties that are commensurate to the role. <p>Equal Opportunities</p> <ul style="list-style-type: none"> • Maintain an up to date knowledge of Equality and Diversity legislation and the organisation’s Equality and Diversity policies and procedures, in particular with regard to the recruitment and retention of staff. <p>Safeguarding</p> <ul style="list-style-type: none"> • Maintain an up to date knowledge of Safeguarding legislation, and the College’s safeguarding policies and procedures, in particular with regard to the recruitment and retention of staff. <p>Health and Safety</p> <ul style="list-style-type: none"> • Ensure that an up to date knowledge of Health and Safety legislation as applicable to the role is maintained and that the College’s Health and Safety policies and procedures are fully implemented and adhered to as applicable, particular with regard to the recruitment and retention of staff. <p>Professional Development</p> <ul style="list-style-type: none"> • Maintain and update your own knowledge and skills in line with legislation and the needs of the role. 	<p>Application, Interview</p>