



## St. Mary's College Crosby

### **Job description for the position of school uniform shop assistant**

**Post:** Uniform shop assistant

**Responsible to:** Uniform shop manager

**Hours of duty:** Annualised hours 600 per annum including holidays. Due to the nature of the post the hours worked will be reduced in the Lent term and will increase in the other terms. The uniform shop is busiest during the summer holidays and the assistant will be required to work during school holidays. Job share could be considered.

**Holiday pay –** Equivalent to 5.6 weeks paid leave including bank holidays.

#### **Main duties**

The school shop is situated on the College site and provides a service to pupils, parents and guardians throughout the year. The shop sells school uniform and PE kit for all pupils from 2 – 18 years old. The main purpose of the role is to ensure a smooth operation of the school shop, providing the highest level of customer service.

#### **Primary Responsibilities**

- To ensure that the shop achieves high standards in all areas, including exterior, shop floor and stock areas. Serving customers who are pupils, parents, guardians and staff.
- Responsible for ensuring all back order spreadsheets are completed accurately and customers are notified accordingly.
- Answer the telephone, to take customer orders or answer queries.
- Process orders placed by email and maintain communication with the customers to complete the transactions.
- Put sales through the till and cash up at the end of the day. This will include using an EPOS system.

- To assist the manager in sourcing suppliers, placing orders for stock and maintaining the standard of quality of goods purchased for the shop.
- Settle all queries in line with company guidelines.
- Deputise for the uniform shop manager as required.

### **Knowledge/Skills**

- Previous retail experience would be an advantage
- Knowledge of the uniform and sportswear requirements for the school
- Microsoft office- a good working knowledge of Excel spreadsheets and Word documents

### **Person specification**

#### **Essential**

- Pleasant, patient and helpful personality
- Ability to communicate with parents, guardians, pupils and staff
- Ability to work on own
- Reliable and trustworthy
- Willing to undertake training as appropriate
- This post involves standing for the length of the shift, lifting in a safe manner, bending and pushing/pulling when moving and sorting stock.

The uniform shop is open every Tuesday and Thursday apart from one week Christmas shutdown. The opening hours reduce in winter but the role will involve being available from 8.00am during school holidays and on occasion; generally the post will be to cover Tuesday and Thursday afternoons when the shop is open until 5.30pm.