

Retail Supervisor

Role Description and Person Requirements

Department:	Retail
Location:	Stoke-On-Trent
Reporting to:	Retail Manager
Responsible for:	Union Team Members



The vision of our team here at Staffordshire Students' Union is that every student will be **Proud to be a part of Staffs**.

Working alongside our University, it is our purpose to ensure that every student has access to a range of student support services, opportunities for community building and access to activities that shape their academic experience.

About the Role

The purpose of this role is to assist the Retail Manager in the delivery of efficient and profitable retail operations which provide an excellent customer experience for our students.

Core Responsibilities

The post holder will work with the Retail Manager and Union Team Members to:

- Maintain accurate, tidy, and auditable office and financial records.
- Ensure tills are cashed up daily and deposits securely handled.
- Train and monitor staff in correct cash handling and till operations.
- Safeguard all cash, stock, and shop assets, reporting any discrepancies.
- Control costs within agreed budgets and report variances promptly.
- Uphold high merchandising, presentation, and shop floor standards.
- Place stock orders on time, check deliveries, and resolve discrepancies.
- Monitor stock levels, rotation, date codes, and minimise wastage.
- Maximise sales through merchandising, promotions, and staff product knowledge.
- Ensure EPOS records, pricing, and POS materials are accurate and up to date.
- Assist with stock takes and ensure compliance with purchasing procedures.
- Recruit, train, mentor, and supervise shop staff, ensuring rotas meet service demand.

- Promote a culture of learning, development, and excellent customer service.
- Keep shop areas safe, clean, and compliant with health and safety standards.
- Open/and or close, and operate the shop reliably during stipulated trading hours.

General Expectations

Whilst working in this role, the postholder will:

- Keep yourself and others safe by maintaining high standards of Health and Safety and adhering to other relevant law and regulations.
- Maintain the highest standards of Confidentiality and Data Security, in accordance with the General Data Protection Regulations 2018.
- Comply with the policies, procedures, and protocols in place within the Students' Union. These are available from the HR Manager or from the Staff Sharepoint.
- Maintain a good knowledge of Higher Education policy, University policies and the main issues, which matter to our students
- Ensure that the administration procedures connected with your work are effective and appropriate
- Contribute to the delivery of the Student Welcome activities to support the Students' Union in delivering a high-quality experience for returning and new students.
- Contribute to the ongoing facilitation of student voice and feedback to both our University and the Students' Union, including the promotion of relevant surveys including the NSS and SVS.
- Bring the vision of the Students' Union to life by making every customer, student, and guest Proud to be Staffs.
- Be committed to the environmental and ethical values of the Students' Union; The post holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the Students' Union's Environmental Sustainability Policies.
- Undertake any other task as deemed appropriate by your Line Manager.

Please note that this job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post-holder.

Equality Statement

Here at Staffordshire Students' Union, we are committed to promoting and enabling a positive culture where staff, students and visitors are confident to be their authentic selves. We focus on inclusion as a way

to ensure equality of opportunity for all our people and to demonstrate our commitment to Equality, Diversity and Human Rights.

We promote applications from all sections of the community, regardless of background, belief or identity, recognising the benefits a diverse organisation can bring for our Union and our community.

Person Requirements

Essential Criteria
At least 12 months experience in retail, shop supervision, or a similar customer-facing role
Be available to work all operational trading hours across both outlets, including opening and closing duties. This will include regular weekend working.
Strong cash handling and financial administration skills with attention to accuracy.
Knowledge of stock control, merchandising, and EPOS/till systems.
Ability to lead, motivate, and manage a small team effectively
Strong organisational and time management skills.
Excellent communication and interpersonal skills.
Awareness of and commitment to health and safety standards.
Office 365 skills, including everyday use of Sharepoint and Teams

Desirable Criteria
Experience in staff training and development.
Familiarity with budget management and sales reporting.
Knowledge of promotional strategies and retail marketing.
Experience working in a student, charity, or membership-based retail environment.