



CHRIST CHURCH

UNIVERSITY OF OXFORD

Job Description

TITLE: Shop Assistant

GENERAL: Christ Church expects all staff to provide a *high* standard of service in carrying out their duties.

Should it be necessary, for the smooth operation of Christ Church, you will from time to time be expected to work in different areas of the premises. Flexibility is a pre-requisite of the post.

ACCOUNTABILITY: To the Shop Manager on day to day operations.

COLLEGE OFFICER: The Steward.

HOURS: As per your Statement of Main Terms (SMT) however, as stated in your contract you will be required to work additional hours when authorised and as necessitated by the needs of Christ Church. Additional hours may be required throughout the year.

Shop Duties:

- Day to day operations of the shop, such as unpacking and checking deliveries, pricing and merchandising;
- To cash up tills;
- Ensure that customer service standards are met at all times;
- Ensure the shop is maintained to a high standard of presentation and cleanliness;
- Security awareness for the stock and staff safety;
- Dealing with customer orders and requests;
- To assist junior members, visitors and colleagues, who may have a disability, as appropriate;
- Any other duties commensurate with the role.

Other Notes:

- a) You have a duty to comply with Health & Safety Regulations. If you are unsure about anything, please ask the Shop Manager or Senior Shop Supervisor.
- b) It is important that you are always economical in the use of products and energy **(turn off all lights, turn down heating and close windows when leaving rooms if a room is empty)**.
- c) To play your part in providing a harmonious working environment by promoting a positive attitude and taking pride in your work.
- d) Breaks will be as per the roster. Meals provided whilst on duty, if applicable.
- e) You will be provided with the College's safeguarding policies and procedures of which you are expected to abide at all times, failure to comply with these policies will lead to disciplinary action.

This list represents the principal duties only of the Shop Assistant and flexibility and a willingness to help wherever required are important facets of the role. The Shop Assistant may call upon the Shop Manager or Senior Shop Supervisor to assist in resolving problems if in any doubt as to the course of action to be taken.

Please refer to the Staff Handbook and/or your Statement of Main Terms for matters relating to benefits.

February 2023