



# CHRIST CHURCH

UNIVERSITY OF OXFORD

## Job Description

**TITLE:** Senior Shop Supervisor

**GENERAL:** Christ Church expects its staff to provide a *high* level 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 and, in the absence of the Shop Manager, liaise closely with the Visitor Manager.

**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:**

- Taking responsibility in the absence of the Shop Manager.
- Supervising the day to day running of the shop.
- Ascertaining stock requirements.
- Day to day operations of the shop such as unpacking and checking deliveries, pricing and merchandising.
- Cashing up tills.
- Ensuring that customer service standards are met at all times.
- Maintaining accurate sales records through the proper use of the EPOS system.
- Ensuring that the shop is maintained to a high standard.
- Security awareness for the stock and staff safety.
- Dealing with the customer orders and requests.

### **Visitor Centre Duties:**

- Provide a warm and friendly welcome to all visitors to Christ Church and to demonstrate excellent communication skills;
- Assist in the welcoming of visitors who have booked online;
- Work effectively as part of the Visitor Services team to deliver team objectives and maintain a positive attitude to work and colleagues. Demonstrate a co-operative, flexible, willing approach;
- 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.
- 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 good working environment by promoting a positive attitude and pride in your work.
- d) Breaks will be as per the roster. Meals provided whilst on duty.
- 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 Senior Shop Supervisor, and flexibility and a willingness to help wherever required are important facets of the role. The Senior Shop Supervisor may call upon the Shop Manager 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.***

April 2022