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University of Sunderland

## Role Profile

### Part 1

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#### Type Job Title here

Job Title:	Retail Sales Assistant
Reference No:	
Reports to:	Izzy McDonald-Booth
Responsible For:	Serving customers and taking payments in our gift shop
Grade:	A
Working Hours:	15 hours per week (Saturday 7.5 hours, Sunday 7.5 Hours)
Faculty/Service:	National Glass Centre
Location:	National Glass Centre Shop
Main Purpose of Role:	To support the achievement of sales targets via the provision of effective customer service. Demonstrating excellent product knowledge and acting as a key point of contact to all customers.

#### Key Responsibilities and Accountabilities:

- Deliver high quality customer service and sales advice to all customers, providing comprehensive product information and up-selling where appropriate.
- Deal effectively with all customer feedback, progressing any complaints to the Retail Manager or other manager as appropriate.
- Contribute to effective merchandising throughout the shop. Ensuring all fixtures and displays are clean, well stocked, fully labelled and displayed to agreed standards.
- Complete all cash handling and payment processes accurately and responsibly. Complying with appropriate security procedures at all times.
- Handle all stock responsibly and maintain accurate stock control systems, as directed. Reporting any discrepancies immediately.
- Assist in cashing up, as and when required.
- Provide support to the Visitor Services team as and when required

	<ul style="list-style-type: none"> <li>• Increase visitor donations to National Glass Centre by confidently 'asking' visitors in an appropriate way.</li> <li>• To carry out relevant duties as required by the Retail Manager</li> </ul>
<b>Special Circumstances:</b>	A flexible approach to work is required as we are a 7 day operation, this role is weekend only.

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## Role Profile

### Part 2

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#### Part 2A: Essential and Desirable Criteria

	<b><i>Essential</i></b> <b>Qualifications and Professional Memberships:</b> Educated to GCSE level or equivalent
	<b>Knowledge and Experience:</b> <ul style="list-style-type: none"><li>• Demonstrable experience of working within retail in a sales focussed role, delivering effective customer service.</li><li>• Previous experience of visual merchandising in a retail environment.</li><li>• Previous experience of cash handling.</li><li>• Proven experience in a role requiring accuracy and attention to detail.</li><li>• Demonstrable IT skills in Microsoft Office packages.</li></ul>
	<b><i>Desirable</i></b> <b>Qualifications and Professional Memberships:</b>
	<b>Knowledge and Experience:</b> Knowledge of glass and handmade processes

#### Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage	<b>Leave blank</b>

Date Completed:	07.05.21