



Retail Assistant Person Specification

Job Title: RETAIL ASSISTANT

Job Vacancy No:

Establishment:

<u>Knowledge</u>	<u>Essential</u>	<u>Desirable</u>
1 Knowledge and awareness of Learning Disabilities		✓
2 An understanding of actions or situations that might be considered as 'discrimination' and an understanding of how these can be prevented	✓	

Skills and Abilities

1 Ability to demonstrate a level of punctual and reliable attendance at work required to satisfactorily fulfil job role	✓
2 Ability to work the hours, including weekends and unsociable hours as required according to duty rotas	✓
3 Ability to interpret the needs of others, supporting and encouraging students/residents and staff in their experience of using the Retail Centre	✓
4 Ability to maintain positive relationships with students/residents and staff whilst working in a busy environment to promote a friendly environment	✓
5 Ability to undertake duties relevant to all aspects of the operation of the Retail Centre to include customer service, food preparation, shelf filling, display, cleaning, accepting deliveries, checkout operation	✓
6 Ability to work effectively in situations where flexibility is key, working as part of a team in any part of the retail centre as required	✓
7 Ability to communicate clearly to others	✓
8 Ability to deal with external visitors in a welcoming and helpful manner	✓
9 Ability to accurately deal with cash transactions and complete end of day reconciliation of cash	✓
10 Ability to read and understand written material	✓
11 Ability and willingness to attend required training	✓
12 Ability and willingness to work overtime should the need arise	✓

Qualifications required:

1 No criminal record including convictions, cautions, reprimands, bindings over or warnings	CRB check
2 Minimum of GCSE Maths (or ability to prove competence at equivalent level)	✓



	<u>Essential</u>	<u>Desirable</u>
Experience required:		
1 Experience of working as part of a team	✓	
2 Experience of working with people with special needs or disabilities in a residential setting		✓
3 Experience of working in a retail/hospitality environment, including catering	✓	
4 Experience of providing a positive customer service and building relationships with a wide range of people	✓	