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## Retail Assistant Job Description

**Job Title:** RETAIL ASSISTANT

**Establishment:**

**Responsible to:**

**Brief description of job:**

A Retail Assistant is responsible for meeting the needs of customers to the Retail Centre. This, primarily, involves supporting and encouraging students and residents to use the facilities in preparation for access to similar facilities in the wider community; practicing the interaction and experience in a realistic setting. It includes responsibility for ensuring a welcoming, safe environment, working as part of a team that puts the health, safety and welfare of students/residents first. Basic but vital parts of this include regular and punctual attendance at work and flexibility to work in any part of the retail centre as required.

Core Expectations:

- 1 To attend for work reliably and punctually
- 2 To attend all training as required and take part in a positive manner
- 3 To know where Hesley Group policies are kept and to be aware of and to follow their contents
- 4 To remain vigilant and do everything possible to protect students/residents and others from abuse of a physical, emotional, sexual, neglectful or financial nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.
- 5 All staff are expected to make sure that all students, residents and colleagues have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities as set out in law and by Hesley Group policies.

**Key Result Areas:**

- 6 To build and maintain good quality working relationships with students/residents and be able to withdraw from those relationships in an appropriate way
- 7 To support students/residents in their experience of using the Retail Centre both as customers and as work experience, enabling them to do as much for themselves as they possibly can whilst giving encouragement and practice in a realistic setting
- 8 To gain an understanding of students' special needs and use this knowledge to actively promote positive aspects of behaviour and to help provide appropriate encouragement and support
- 9 To undertake duties both serving customers and working behind the scenes preparing food and replenishing and displaying stock
- 10 To have responsibility for cash transactions at the checkout in your designated area of work and the reconciliation of these at the end of each day for the Retail Centre Manager/Supervisor
- 11 To monitor and maintain the cleanliness of the Retail Centre to comply with food hygiene and health and safety regulations
- 12 To actively promote the use of the Retail Centre to students/residents and staff
- 13 To work in any part of the Retail Centre as required
- 14 To work overtime if requested to support the running of the Centre



- 15 To undertake, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives

Communication and working relationships:

- 16 To attend meetings as required and check communication books, notice boards and diaries daily to actively find information. There is an expectation that you will communicate information in a clear, legible, objective and professional manner, in a variety of ways, using the required level of confidentiality
- 17 To contribute fully to making work teams effective by striving to build positive relationships. You must be willing to give and receive constructive feedback aimed at developing the quality of relationships and performance.

Health & Safety:

- 18 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for residents.

This includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures.

**The contribution of this role:**

Carrying out the tasks on your job description efficiently will ensure the provision of an efficient retail service and a developmental opportunity for residents. You will, therefore, be making a very important contribution to a range of people by carrying out your duties effectively and by creating positive relationships with others. This will develop our position with the local community and with local authorities who are our customers.

Prepared by HV&C/Human Resources Dept. .... Date: 19/09/07

Jobholder ..... Signed ..... Date: .....

Manager ..... Signed ..... Date: .....