

Job Description:
Prison Shop Assistant

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| Function: | Soft Services |
| Job:  | Shop Assistant |
| Position:  | Shop Assistant |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Lorraine Capper |
| Additional reporting line to: | Vicky Murphy |
| Position location: | HMP Forest Bank |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To support the Shop Supervisor in the running of the Shop area. Providing the quality of services to internal and external stakeholders whilst also making sure that demanding targets are met. The role involves both commitment and the ability to manage your workload effectively and to the standards required.
* We are looking for an experienced person who has worked in a fast-paced environment. You must be professional, and a self-starter with excellent organisational and communication skills. IT literacy to include Outlook and Excel is essential, as is an ability to work under pressure, pay attention to detail, and meet strict deadlines.
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY17: |  | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Provide a high quality support service.
* Maintain the key company policies regarding procurement.
* Ensure the effective management of the Logistics Team.
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Soft Services Manager**Hea**d of TalentShop SupervisorFinance AdministratorShop Assistant |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Abide to strict deadlines.
* Manual handling and prolonged standing
* Ability to prioritize workload.
* Keep up to date with all relevant polices.
* To abide by Sodexo Justice Services corporate Mission statement, company policy and all appropriate. Health and Safety polices and regulations.
* To embrace the Sodexo Values: Service Spirit, Team Spirit and Spirit of Progress.
* To be committed to personal development.
* To work closely with colleagues in other areas to ensure the safe and smooth running of the prison.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To liaise with suppliers and develop a good working relationship.
* Ensure the timely raising of purchase orders.
* To ensure the timely delivery of canteen orders to the residents within the prison.
* To operate a “just in time” (JIT) replenishment system ensuring all deliveries and checked and then booked into CMS
* To participate in the monthly stocktake.
* To assist in the printing of the canteen orders and pick and pack them within the allocated deadline
* Checking papers and magazine orders and dealing with queries and appropriate paperwork
* Processing of Induction canteens and general APPS
* To work closely with suppliers and colleagues to resolve any issues that arise
* Dealing with request complaints within timeframe.
* To abide by Sodexo company policy and all appropriate regulations and safety policies.
* To carry out other reasonable requests made by management.
* To ensure that the Health & Safety manual is complied with.
* To participate in mandatory/refresher training as required.
* Continuous development in role as necessary.
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Targets are met.
* Ensure stock levels are maintained at an appropriate level to ensure the smooth operation of the Prison.
* Improved internal/external controls.
* Innovative ideas/suggestions to improve efficiencies.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Strong communication skills both oral and written.
* Physically fit
* Strong IT skills
* Strong organisational skills.
* Ability to work on own initiative and meet targets and to respond effectively to changing priorities.
* Flexible working hours when required

**Desirable*** Relevant experience in a warehouse or service environment
* Experience of using SAP CMS
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Growth, Client & Customer Satisfaction / Quality of Services provided
* Brand Notoriety
* Commercial Awareness
* Learning & Development
* Innovation and Change
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| 9. Management Approval – To be completed by document owner |
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| Version | 3.0 | Date | 07.04.2022 |
| Document Owner | Vicky Murphy |

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Applications in the form of a comprehensive letter of application that evidences key requirements should be submitted to FB.HR@sodexogov.co.uk.

Please advise your current line manager before submitting your application.

**Closing date: 29th April 2022**