

Job Description:   
Retail and Catering Assistant

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| Function: | | | | Universities | | | | | | | | |
| Job: | | | | Retail and Catering Assistant | | | | | | | | |
| Position: | | | | Campus wide | | | | | | | | |
| Job holder: | | | | TBC | | | | | | | | |
| Date (in job since): | | | | TBC | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Group Retail and Catering Manager | | | | | | | | |
| Additional reporting line to: | | | | Outlet Supervisor / Manager | | | | | | | | |
| Position location: | | | | Coventry University | | | | | | | | |
| General Assistant | | | | | | | | | | | |
| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Serving customers, stock replenishing in the outlet | | | | | | | | | | | | |
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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 FY16.17: |  | | 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 | | * Add point | | | | | | | | | | |

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| 3. Organization chart – Indicate schematically the position of the job within the organization. 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. |
| Group Retail Manager  Add org chart  Unit Manager  Unit Supervisor  Retail and Catering Assistants |

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| 4. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To deliver the highest levels of customer service in line with Brand standards * Ensure stock levels/availability by replenishing display/fridges with company guidelines * To maintain standards of Health, Safety and Cleanliness in line with Sodexo company policy * To operate the till in line with both till & 0rder systems compliance & procedures * To sell and demonstrate product knowledge by advising the customer/answering quires and suggesting products. Act on initiative to optimize sales to the customer * To demonstrate a customer friendly approach * To be presentable at all times in line with Uniform standard * Communicate confidently with customers * Flexible/committed – Delivery of shifts * Preparation and service of limited Food offer |

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| 5. Person Specification |
| * Ability to work with in team, and on own initiative * Flexible approach to the role * Able to be resilient and work under pressure * Previous experience in a customer facing environment would be desirable however full training will be provided |

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| 6. Package Description |
| * Uniform and meals on duty provided * Training will be provided * Opportunities for development and progression * Hours range from Monday to Friday between 20 up to 40 Hours per week |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | V1 | Date | 16/07/2021 | | Document Owner | Nicola Barrett | | | |