Evening Shift Supervisor
Job Description and Person Specification

The Union of UEA Students

We’re the heart of student life at UEA:

We’re right in the middle of campus
We’re full of life, energy, passion and emotion
We love UEA (it’s wonderful), but we want UEA to be better

We’re an autonomous, integral part of UEA:

University = Head | Union = Heart
University = Traditional | Union = Radical
University = Formal | Union = Informal

Our Purpose: The Big Idea That Shapes Us

We’re about students- transforming

• We are students learning and developing through opportunities to do things
• We are Union, run by students, and we change every year as students change
• We are students changing our course, our community and our world

What we are

• We’re a charity- any money we make is spent on students
• We’re a mutual co-operative - we’re run by students for students
• We’re an independent part of the university- always on students’ side

What we do

Advocacy: “We’ve got your back”

• We represent and campaign to give students power over their education
• We help students to help other students
• We sort (and prevent) students’ problems with help, advice and support

Opportunities: “Beyond your degree”

• The best range of student sports and societies in the UK, no argument
• Opportunities to learn skills, make friends and become more employable
• Student employment that’s fun, well paid and transformative

Enterprise: “We own this”

• Student bars, cafes and lounges- where everybody knows your name
• Housing for students- the most student focussed in Norwich
• A student run shop- things you want, prices you need

Live!

• Safe, great value nights out with friends for life
• The best, most diverse SU live music programme in the UK
• Supported student run events where you and your mates shine
Department: Retail Services  
Grade: 2  
Reports to: Retail Shop Manager  
Purpose of Post: To assist in the evening running of the shop, supervising staff, stock and cash and to deputise for the senior supervisor in their absence.

**Evening Shift Supervisor**

**Key Responsibilities**
- Supervise the shop floor  
- Deliver excellent customer service  
- Follow the correct health and safety procedures  
- Liaise with the duty manager  
- Comply with the shop’s service standards  
- Move stock to the shop floor  
- Complete the shop checklist

**Other Responsibilities**
- In the absence of the senior staff to supervise shop staff  
- Ensure all daily cash handling, financial and administrative procedure are completed accurately and within the specified time limits.  
- Ensure that the safety and security of the premises are maintained  
- Maintain the standard of display and supply of goods for sale  
- Undertake checks of cash, stock and deliveries in accordance with appropriate procedures.  
- To assist in stocktakes  
- Maintain the standards for the service as set by the Head of Retail & Catering.  
- Undertake such other duties commensurate with the grade of the post as may from time to time be determined by the Head of Retail & Catering.

**General Responsibilities of Supervisors**
- To follow established policies and procedures  
- To assist in the recruitment and selection of student staff  
- To assist in the performance review of student staff  
- To ensure that union and department communication filter down to front line staff  
- To report any incidents, breaches of policy and procedures to line managers  
- To understand the importance of health and safety maintaining standards and reporting breaches to line manager  
- To monitor and maintain levels of services to agreed standards  
- Respond to customer complaints, problems and feedback positively & appropriately  
- Analyse and make recommendations for development of service standards based on customer feedback and research.

**General duties of all staff**
- To understand and uphold the purpose and values of the organisation and ensure that these guide and inform the work and conduct of the post holder. The Union has a democratic decision-making process and the post holder will champion this when carrying out their duties.  
- To be knowledgeable of the Union Constitution, as it applies to this post, including any legal requirements.  
- To work in accordance with all Union policies and procedures, including Health and Safety, Staffing Protocols, Financial Procedures and the Union Equal Opportunities Policy.  
- To undertake duties from time to time as requested by the Union Management that may be reasonably considered within the scope of the post.  
- To attend from time to time, as required, meetings as necessary to meet the requirements of the post.
• To attend all Staff Development Days and training as required. Flexibility in working hours may be required to accommodate this.
• To be flexible and adaptable in a changing environment, the role holder may be assigned to other areas of the Students’ Union to meet the needs of the service. This will in turn provide development opportunities in which to broaden experience.
Person Specification

Candidates for the job will be assessed in the following ways;

- A Application Form
- I Interview
- T Test

Skills, Knowledge and Experience

This section describes the qualities we’d like to see in the post holder - but where we can offer training for someone that excels in some of the areas, or where you can offer other qualities you think would be useful for the role, you should indicate this on your application form.

<table>
<thead>
<tr>
<th>Qualifications / Education</th>
<th>Essential or Desirable?</th>
<th>How Measured?</th>
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<tbody>
<tr>
<td><strong>Knowledge &amp; Experience</strong></td>
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<tr>
<td>Retail Experience</td>
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<td>Literate and Numerate to GCSE Level</td>
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<td>A</td>
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<td>Excellent understanding of the principle of great customer service</td>
<td>E</td>
<td>A/I</td>
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<td>Experience of supervising staff</td>
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<tr>
<td>Experience of cash handling</td>
<td>E</td>
<td>A/I/T</td>
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<tr>
<td>Health &amp; Safety trained</td>
<td>D</td>
<td>A/I</td>
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<tr>
<td>Emergency first aid certificate</td>
<td>D</td>
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<tr>
<td><strong>Skills</strong></td>
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<td>Ability to communicate well with others</td>
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<td>Ability to work under pressure</td>
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<td>Customer Care certificate</td>
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<td>Basic computer skills</td>
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<td><strong>Values &amp; Ethics</strong></td>
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<td>Desire to work within a democratic student led environment</td>
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<td>Understanding and commitment to equal opportunities</td>
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<td>A/I</td>
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<td><strong>Attributes</strong></td>
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<tr>
<td>Accurate</td>
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<td>A/I</td>
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<td>Conscientious</td>
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<td>Encouraging of others</td>
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<tr>
<td>Flexible</td>
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This version (Rob Drury, 2016)

Changes to Job Description:

This job description may be subject to modification or amendment at any time after consultation with the post holder.

This job description is not intended to be an exhaustive list of the procedures and tasks carried out by the post holder. It does however set out the main expectations of the Union in relation to the post holder’s duties and responsibilities.

It does not form part of the contract of employment.

Signed...........................................................................................................

Name...........................................................................................................

Date..........................................................................................................