Job **Title**	**Retail Team Member**
Job **Family**	Catering
Line Manager	**Operations Manager**
Key Stakeholders/Internal Customers	School pupils, Parents, School Visitors, Repton Staff, Enterprise Team
Hours	30 hours per week AYR Normal working hours Monday – Sunday Between 07:45 – 22:30
Holidays	25 days, plus Bank Holidays (or time in Lieu if worked)
Location	Repton School – Work across retail outlets on site
Salary	£14.05 PH
Benefits	Employee Pension Scheme Sports Centre Membership

Role Overview

To provide a warm, friendly and efficient retail service to our pupils, staff and visitors, ensuring exceptional service standards are delivered and always maintained in line with the school's expectations.

You will be required to serve a range of hot and cold beverages (Including alcohol), food & retail items within our coffee shops to a high standard.

You will be required to provide an efficient service within our school shop assisting with the provision of School uniform and misc. items

Whilst focusing predominantly on the Senior School, this role is through School and covering both sites (Repton Snr and Repton Prep) as necessary, as well as other Repton Enterprise duties.

Role Outcomes	**Key Performance Indicator(s)**
Service and Delivery - To be a part of the retail team focusing on excellent customer service and delivery across all aspects of the department. You will be required to work in our coffee shops, school shop and event pop up's as required throughout the year	Feedback from pupils, parents, staff and guests Retail standards Departmental audit compliance Compliance with EHO and Health & Safety legislation
Compliance - Assist in delivery of compliance with all Food & Beverage policies, standards and procedures	100%Compliance Policy/Practice
Performance - To support the Retail Operations Team in the delivery of all retail activity across Repton School and Repton Enterprise	Team Feedback 121's

Role Responsibilities

Retail Team Member

Service Provision and Delivery

- Create a warm and welcoming environment for our pupils, parents, staff and visitors
- Ensure that all requests and queries are responded to promptly and effectively and an exceptional service is always delivered
- Familiarise yourself with the product range available to answer any questions that customers may have
- Ensure an efficient and safe delivery of all food and beverage orders in line with expectations ensuring an exceptional level of service is always maintained
- Set up and clear down areas of responsibility in a timely manner
- Ensure the retail areas are clean and well presented at all times
- Support with ordering of stock
- Provide an efficient service around unform requirements, offering professional advice and fitting service as required by the client
- Act as an ambassador for the department when dealing with a customer complaint and ensure they are escalated in the correct manner to ensure a speedy resolution
- Ensure all procedures are followed when taking payments
- Ensure all stock items are safeguarded with minimal waste
- Work in a way that lends itself to continually improving the service on offer

Health and Safety/Compliance

- To ensure adherence to all procedures within the School's Health & Safety manual.
- To ensure compliance with the agreed health and safety policy and the completion of daily due diligence diary, adhering to COSHH regulations regarding food, equipment, materials and general safety.
- To ensure that you maintain high standards of cleanliness, personal hygiene and appearance.

Other Responsibilities

- To operate within the ethos, culture, overall aims & policies of the school.
- To ensure all relevant training is complete and up to date within given timelines.
- To work flexibly and undertake when required other duties associated with supporting the needs of the School such as Pop up's, changes to opening hours, additional use of facilities or Repton Enterprise business.
- Any other duties as the school may reasonably request.

Person Specification

Relevant Prior Experience

- You must be a friendly outgoing person who is a good communicator, able to engage positively across a wide range of customers and colleagues.
- You must possess strong customer and personal service skills and have a proven track record of customer service achievements
- Ability to work as part of a team
- Able to build and maintain relationships with colleagues and customers, with strong focus on their needs
- Level 2 / basic food safety certificate (or willingness to complete)
- Attention to detail
- IT skills translatable to the use of the schools EPOS system

Candidate Profile

- High energy, resilient, can-do attitude, proactive and flexible approach
- Able to work calmly under pressure.
- Keen to support staff and pupils, whilst working towards the school's ethos & objectives
- Confident verbal communicator, able to communicate effectively with professionals, staff, pupils and contractors
- Well organised, used to working accurately at pace
- Care and attention, particularly for all aspects of food presentation & safety
- Full UK driving license (Desirable)

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the School may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment- Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf