



REED'S
School



**RIPLEY
COURT**
School

Reed's School and Ripley Court School Job Description

SCHOOL SHOP ASSISTANT (RSE)

Both Reed's School and Ripley Court School are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The Department and Role:

Reed's School Enterprises (RSE) was initially a subsidiary of Reed's School set up to develop income streams from the School's sports and leisure facilities. RSE is also now responsible for hiring the facilities at Ripley Court School following the merger with Reed's School in October 2019. The focus is on quality of provision and high levels of customer satisfaction.

There are two School Shops that sell both Reed's School and Ripley Court School uniform, and a range of sports kit and equipment to parents, pupils and staff and is open all year round.

School uniform is only available to parents through the School Shop, and therefore it is essential that the shop is run efficiently and that parents and pupils experience the highest standards of customer service at all times.

During term time the shop also operates a tuck shop for pupils at Reed's School, selling snacks during break times and lunch times.

The School Shop Assistant will assist the RSE Shop Manager with the day to day running of the School Shop and will work closely with the RSE Manager to continuously develop and improve the service offered to parents, pupils and staff.

The role-holder will predominantly work from the Reed's School site in Cobham but will be required to work from the Ripley Court site on occasion.

The hours of work will be 12.15pm to 4.15pm, Tuesday, Wednesday & Thursday, and this will be a term time only role.

The role holder will report into the Shop Manager.

Main Duties and Responsibilities:

- Ensure that stock is displayed correctly and replenished where necessary.
- Monitor the details of stock displayed online and update where required.
- Administer and assist parents, pupils and staff with purchases from the School Shops.
- Answer email and telephone enquiries from parents, staff and suppliers.
- Process all deliveries and ensure that stock is put in the correct location.
- Assist the RSE Manager where required.
- Open and close the School Shops where required.
- Provide high levels of customer service across all areas of the school shops.
- Maintain the cleanliness and presentation of the shops at all times.
- Ensure all pricing is accurate in the shop and online.
- Record customer comments and refer any complaints to the Shop Manager.
- Administer sales for the pupils during break and lunch times throughout the school week.
- Carry out other reasonable duties as instructed by the RSE Manager.
- Promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact.

Reed's School and Ripley Court School Person Specification
SCHOOL SHOP ASSISTANT (RSE)

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	Essential	Desirable
Qualifications		• Health and Safety Qualification. • First Aid Qualification (training can be provided).
Skills, knowledge and experience	• Customer service experience. • Excellent communication skills, both written and verbal. • Good level of numeracy skills. • Excellent attention to detail. • Experience of working co-operatively as part of a team.	• Previous experience of working within a retail role. • Customer service experience. • Knowledge of an EPOS till system. • Knowledge of Safeguarding. • Knowledge of Health and Safety legislation and regulations.
Personal competencies and qualities	• Positive, 'can do' attitude. • Ability to work both on own initiative and as part of a team. • Motivation and enthusiasm to work with children and young people. • Ability to act as a role model for pupils and staff through demonstrating high standards of personal and professional conduct.	