Post Details	Last Updated: January 2025		
Faculty/Administrative/Service Department	Campus Services Catering – Co-op		
Job Title	Co-op Team Member		
Job Family	Operational Services	**Job Level**	Operate Surrey
Responsible to	Co-op team leader/Co-op Assistant Manager		
Responsible for (Staff)	Co-op Customer Team Member		

Job Purpose Statement

Under the general supervision and direction of the Store Manager to work in all sections of the coop to deliver a great experience for our colleagues, members and customers. Following the coop standards to deliver our legal and operational standards every day.

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)

Daily Operations: To help with day-to-day store activities, ensuring tasks are completed efficiently and according to the organisation's standards. To monitor stock levels, shelf organisation and product availability to maintain a high standard of presentation at all times.

Working as a team: Working as a team inclusively so everyone works together, forging strong working relationships with colleagues. **Customer Services:** Promote excellent customer service by handling customer queries, complaints and feedback effectively. Championing co-op and the University by ensuring the members and customers are put first. Going the extra mile by using your best judgement to deliver a friendly, welcoming, helpful and thoughtful service.

General Cleaning: To adhere to daily and periodic cleaning rotas; to maintain a clean, healthy and safe working environment in accordance with guidelines

Inventory and Stock Control: To assist with stock replenishment, and inventory checks to reduce wastage and prevent shortages. To be aware of stock management controls to help ensure stock is available for customers and members.

Communication: To communicate effectively with store management, contributing to team meetings, maintaining team performance and action plans to achieve store objectives.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- May at times be required to carry out a basic level of prioritisation of tasks, in response to the needs of the customers

Problem Solving and Decision Making

- Expected to answer simple queries from customers and to solve problems that arise from those queries as a matter of good customer service, always ensuring that customers receive the best possible service.

- Expected to deal with very frequent and similar situations and problems, which due to the limited solutions available, require only basic decision making, for example making judgements on which tasks need completing first or how to solve a customer's issue.

Continuous Improvement

- Going the extra mile by using your best judgement to deliver a friendly, welcoming, easier and helpful service everyday which meets customer needs.

Accountability

- Completing the daily safe and legal checks
- Working within established guidelines and procedures, there is limited scope to exercise judgement in how duties are performed.

Dimensions of the role

- Enabling an inclusive culture so everyone can speak up and their views are considered, making colleagues feel respected and valued.
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Supplementary Information

- n/a

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships		
Numerate and literate to GCSE standard or equivalent		E
Willingness to train for a current food hygiene certificate		E
Willingness to train for a basic health and safety certificate		E
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	**Essential/ Desirable**	**Level 1-3**
Previous experience of food preparation	E	1
Previous catering experience	E	1
Previous cash handling experience	E	1
Basic spoken English language skills	E	1
Experience of working in a busy service environment	E	1
Special Requirements:		**Essential/ Desirable**
To work a shift system, covering 5 out of 7 days.		E
Ability to lift reasonable loads		E
Able and willing to complete training requirements as per job role and legislative requirements		E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		**Level 1-3**
Communication		1
Adaptability / Flexibility		1
Customer/Client service and support		1
Planning and Organising		1
Continuous Improvement		1

Problem Solving and Decision Making Skills	1
Managing and Developing Performance	1
Creative and Analytical Thinking	n/a
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking & Leadership	n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

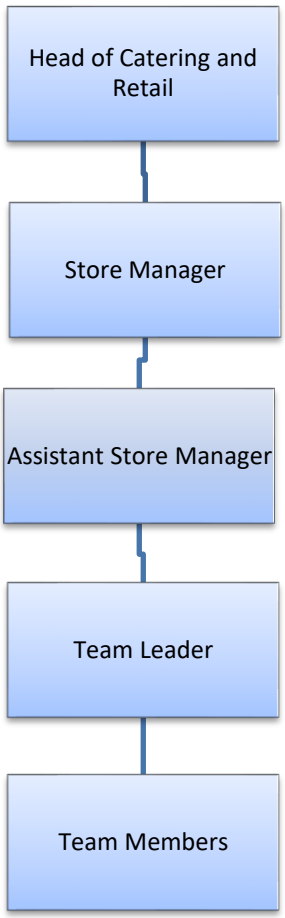
The Hospitality and Catering department is a central service that forms part of the campus services directorate. The department runs the following outlets:

- The Co-Op
- Hillside Coffee Shop
- Hillside Food Court
- Wates House
- The Hideout
- Café Priestly Road
- Vet School Café
- Pitchside
- The Hub in the Park
- Stageside Coffee

All of these outlets cater for both staff and students and form a critical part of our wide catering and retail offer.

The Campus Services directorate serves to provide a customer centred service to students to support their student journey at the University. We work closely across multiple other departments to ensure that students receive an excellent experience and feel a true sense of belonging at the University. The department fosters a strong culture of continuous improvement, with a strong expectation on departments to find ways to improve all the time.

Department Structure Chart



Relationships

- Communicate with a number of internal (staff and students) customers in a helpful and courteous manner and providing/requesting information in order to ensure the provision of an efficient service. It is important that the post holder provides a professional image and a welcoming service, to ensure that customers receive quality service.

External

- Communicate with a number of external visitors in a helpful and courteous manner and providing/requesting information in order to ensure the provision of an efficient service. It is important that the post holder provides a professional image and a welcoming service, to ensure that customers receive quality service.