

Post Details		Last Updated: 04/02/2016	
Faculty/Administrative/Service Department	Business Support Services		
Job Title	Appleseed books and Print Assistant		
Job Family	Operational services	Job Level	
Responsible to	Appleseed Manager		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>Operating as part of a team responsible for selling retail products (books, office stationery, merchandise, souvenir's)and print related services (forms, flyers, brochures) to the University. The post holder is required to provide clerical and administrative support to the ABP trading activities including costing of jobs or the utilisation of the approved internal brokerage system. The post holder will also support the team contributing to the efficient and effective operation of both units.</p> <p>The post holder will work with many different individuals from across the University and at many different levels and will be expected to provide excellent customer service to the defined service level.</p>			
<u>Key Responsibilities</u>			
<ol style="list-style-type: none"> 1. Deal directly with customers providing high levels of customer service including providing advice, as part of a team responsible for selling retail products (books, office stationery, merchandise, souvenir's)and print related services (forms, flyers, brochures) to the University. 2. The post holder is required to provide clerical and administrative support to the ABP trading activities making sure invoices, delivery notes are checked passed to the finance admin. Use the print brokerage system to gain pricing for complex print and merchandise job requests. 3. The post holder will also support the team contributing to the efficient and effective operation of both units covering in for holiday and sickness periods. 4. The post holder will work with many different individuals from across the University and at many different levels and will be expected to provide excellent customer service to the defined service level. Dealing with money (cash handling), answering the telephone /emails to help enhance the levels of service offered by the ABP team 5. Print, finish and photocopy documents from business cards to full colour brochures whilst making sure brand and style and quality are maintained. 6. Complete general administration including processing orders and invoices in addition to maintaining stock records to enable the business to operate efficiently and effectively 7. Assist in executing marketing initiatives including in store merchandising, window displays and promotional events to generate sales. 8. Work alongside the team for both retail and print areas supporting during busy times or events such as graduation days. <p>N.B. The above list is not exhaustive.</p>			

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
Planning and Organising

- Plan and prioritise workloads on a daily basis making sure customers are kept informed of changes
- React to daily queries and requests and look to improve services offered through store and online.

Problem Solving and Decision Making

- The post holder will work within the established department processes and procedures with sometimes minimum day to day supervision
- The post holder has the scope to utilise their experience and skills to apply judgement and initiative when managing their workloads.

Continuous Improvement

- The post holder will have freedom to decide how to achieve the objectives based upon experience and their own judgment. The person should be able to respond and be flexible to changes and demands

Accountability

- The post holder will report to the manager and will operate within the agreed frameworks of budgets and processes.
- The post holder will have some control over budget but should be managed in line with approval from manager or deputy supervisor.

Dimensions of the role

- The post holder will be able to negotiate with key personnel within the university and suppliers externally and have the ability to negotiate pricing, make payments and handle up to £10k cash during busy periods.
- The business generates £1.6m in total and has approx. 10 other staff working within the department. on certain days the business can be dealing with several hundred customers

Supplementary Information

- The post holder should be calm, flexible and have the ability to change as the business grows.
- As an innovative department the post holder should always be looking to offer suggestions and use initiative to advance the business.

Person Specification
Qualifications and Professional Memberships

Vocational qualifications plus some relevant work experience.

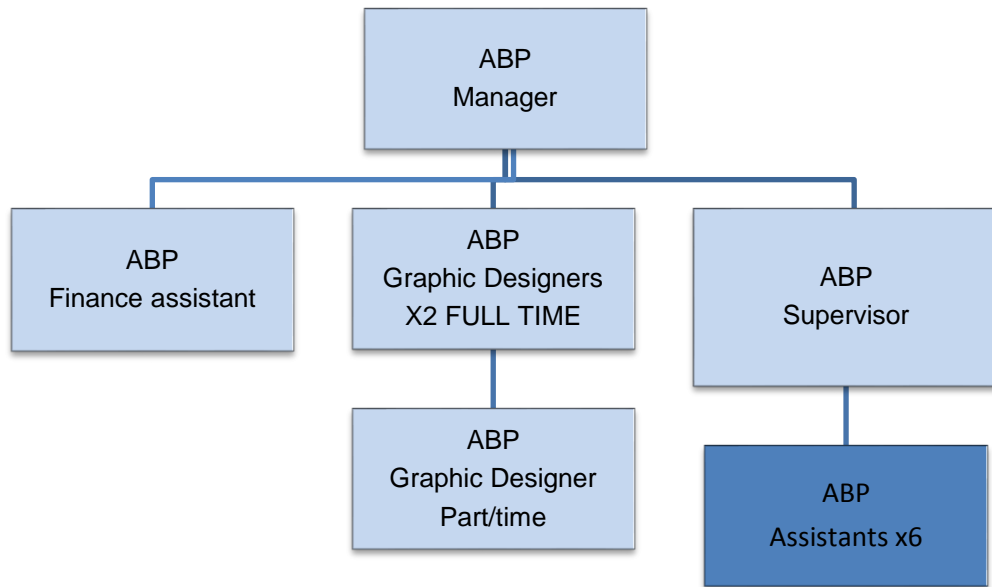
Or:

Learning gained through work experience of several years. Will include short courses and other formal training.

E

Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Good level of computer literacy including MS Word Excel and Outlook	E	2
Experience of working in a print /retail related business	E	1
Understanding of quality control	D	1
Previous EPOS based sales experience	D	1
Special Requirements:	Essential/ Desirable	
The role will involve some weekend /evening working	E	
Ability to lift /carry heavy products	D	
Core Competencies	Level 1-3	
Communication	1	
Adaptability / Flexibility	2	
Customer/Client service and support	1	
Planning and Organising	1	
Continuous Improvement	1	
Problem Solving and Decision Making Skills	1	
Managing and Developing Performance	n/a	
Creative and Analytical Thinking	n/a	
Influencing, Persuasion and Negotiation Skills	n/a	
Strategic Thinking & Leadership	n/a	
<p>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.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		
<u>Background Information</u>		
<p>The university owns and operates a print and retail bookshop which serves the University community as well as the general public. The shops open throughout the year selling many products from academic books to office stationery, greetings cards, merchandise print collateral and souvenirs. The shops generate income for the University but also pursue the goal of becoming a full and active member of the University community. Its relationship with student and academic community is really important.</p> <p>The job holder will be required to deal confidently with University colleagues at all levels as well as local business suppliers and customers</p>		

Department Structure Chart



Relationships

Internal

The post holder will liaise across the University interacting and taking work requests from heads of dept to administrator's communicating in a helpful and polite manner ensuring they offer a professional and quality service.

External

The post holder will be able to communicate with suppliers and customers while placing and receiving orders while liaising with the ABP manager or supervisor.