

OPERATIONS SUPERVISOR

JOB DESCRIPTION

Grade: 5 (£25,138 - £29,605)

Responsible to: Commercial Operations Manager

Responsible for: Retail Assistants, Student Staff

Functional Relationships: Head of Finance & Operations, Finance Team and other Union Staff.

STRATEGY 2023-27

OUR VISION

We are at the heart of student life, ensuring our students have an exceptional university experience.

OUR MISSION

Together we strive to improve the university experience by:

- Inspiring students to build strong communities where they flourish individually and collectively.
- Empowering students to make positive changes on behalf of the student community.
- Supporting students through their academic journey.

OUR GOALS

Goal 1: A Better Students' Union- We will be at the heart of student life, increasing student engagement in union activities, involving them more in decision-making, listening to their views, and broadening our appeal.

Goal 2: An Excellent University- We will curate a strong partnership with the university at all levels by becoming a reliable and credible source of insight, establishing ourselves as a vital stakeholder, especially when decisions are made affecting students. We are firm in our belief that by responding to student opinion, the University will make effective and experience-improving changes.

Goal 3: Maximising Our Town- We will connect students with the best Northampton has to offer, as well as working with local stakeholders to improve students' experience when living and/or studying in the town.

OUR THEMES

Theme A: Building strong student communities- We are dedicated to the development of student communities on and off campus. We want to bring students together to improve their experience and sense of belonging to the union, university, and the town.

Theme B: Empowering students to co-create an outstanding academic experience- The SU empowers student reps and groups to provide a strong, coherent voice to the university and wider community, ensuring decision making is always informed by student opinion. Our core responsibility is to make sure student voice is valued and acted upon in all areas of the institution.

Theme C: Ensure our students have the support they need to help them succeed at university- We will develop and improve SU services, and partner with UON and community support services to give students the wraparound support they need to flourish in Higher Education.

JOB DESCRIPTION

Principal Duties and Responsibilities of post-holder

1. Line-manage a team of career and student staff in line with NSU policies and procedures and to be responsible for any student staff reporting to the team.
2. Recruit, train and supervise student staff for Art Shop and UniExpress.
3. Produce Rotas for Art Shop and UniExpress using BrighHR.
4. Stock ordering for UniExpress and Art Shop using approved suppliers listed in the operations manuals.
5. Ensuring daily completion of Food Hygiene tasks as per Standards Agency Manual.
6. Ensuring that security issues are reported to Campus Security.
7. Report Facilities issues to 1st Degree Facilities.
8. Opening new supplier accounts for Art Shop, UniExpress and Engine Shed.
9. Checking and updating Operational Manuals in line with procedural and policy changes.
10. Be responsible for the ongoing operational management of the EPOS system in our retail venues, ensuring products are accurately priced to meet expected margins.
11. Check and dispute invoices against PO and submit to Finance for processing in a timely manner.
12. Oversee NUS Plus Retail compliance adherence.
13. Supporting other commercial operations as the business dictates.
14. Manage opening and closing procedures.
15. Management cash handling in line with approved procedures.
16. Support with updates of Commercial Policies and Procedures.
17. Count floats and report discrepancies to finance as soon as these come to light.
18. General commercial admin.

To contribute to the overall effectiveness of the Union

1. Actively participate in meetings, personal development, and training events where there is a clear link to our strategy, your role or personal development.
2. Ensuring that statutory and legal obligations are met.
3. Ensure our financial sustainability by adhering to all financial procedures and processes of the Students' Union.
4. Promoting the Students' Union's various policies within your work, in particular Health & Safety, Equality & Diversity, Ethical, and Environmental.
5. Contributing to the positive image of the Students' Union with students, the University and the local community.
6. Working across the Union to share skills, improve capability or capacity and in support of service delivery.
7. Be flexible in your approach to work, ensuring you can work at any site as required, and unsociable hours as required to enable us to fulfil our mission.
8. The job description may be altered at any time in the future in line with the level of the post to meet changing requirements, please be assure that this will only be done in full consultation with the post holder.
9. Such other duties and projects as may be reasonably prescribed by the Union, appropriate to the grade and responsibilities of this post.

PERSON SPECIFICATION

The person specification will be assessed initially by the application form, followed by Interview and if required, assessment.

Attributes	Criteria	Required	Desired	Assessment Methods: • Application Form • Interview • Assessed Exercise(s)
Qualifications	GCSE in English and Mathematics		x	• Application Form • Interview
Skills, Knowledge and Experience	Good numeracy and literacy skills	x		• Assessed Exercise(s)
	Minimum of 3 years retail experience	x		• Application Form • Interview
	Previous experience in supervising staff		x	• Application Form • Interview • Assessed Exercise(s)
	Good understanding of EPOS systems	x		• Application Form • Interview • Assessed Exercise(s)
	Excellent customer service skills	x		• Application Form • Interview • Assessed Exercise(s)
	Knowledge of the student market alongside an understanding of current trends in retail and other Student Unions		x	• Application Form • Interview • Assessed Exercise(s)
	Level 3 Food Hygiene and Safety		x	• Application Form • Interview
	Personal Licence Holder		x	• Application Form • Interview
	Ability to work well under pressure and remain calm	x		• Application Form • Interview
	Enjoy working with others and be able to cooperate as part of a team	x		• Application Form • Interview • Assessed Exercise(s)
	A commitment to the vision and values of the University of Northampton's Students Union		x	• Application Form • Interview • Assessed Exercise(s)

HYBRID WORKING

The Union is committed to supporting a flexible approach in the way we work, to meet staff's individual needs and the Union's organisational needs. Building on our Flexible Working policy, we recognise that the option to work remotely increases efficiency, engagement, and employee satisfaction.

Whilst hybrid working is an option, the Union will accommodate staff working from wherever they feel comfortable, including their homes or campus. The Union will not allow staff to work from outside of the UK, unless they are representing the Union at a work-related event. Managers will discuss individual needs, preferences, and circumstances with staff to find the best working arrangements that balance with the requirements of the role.

- **Frontline roles** (e.g., Uniexpress Retail assistant) will not be able to request for hybrid working due to the nature of their work.
- **Student Facing roles** (e.g., sports and societies) should be on campus at a ratio of 4:1 (80%) during term time. If the service allows, this could be flexed 3:2 (60%) during non-term time.
- **Office Based roles** (e.g., finance) should be on campus at a ratio of 3:2 (60%). If the service allows, this could be flexed 2:3 during non-term time (40%).

This particular role has been identified as: **Frontline**.

Office Use

Name of role	Area of Work	Version	Approval Committee	Approval Date	Revision Date
Operations Supervisor	Retail	1	HR (Ops)	11/12/2023	11/12/2026