Recruitment Pack

Queen Mary Students' Union



QM SU | Queen Mary Students' Union

Welcome to the Students' Union

Queen Mary Students' Union is a diverse, student-led charity that strives to be at the heart of the experience of all students at Queen Mary.

The Students' Union is democratically led by students and elected officers. The Elected Officers are supported by our staff team. We offer students a range of activities, opportunities and commercial services, with profits reinvested back into the Students' Union.

It is our job as a Students' Union to ensure all our students get the most out of their time here. We work to ensure all activities and services we offer encapsulate our values and create an environment where together, we improve students' lives.

We need your help to achieve this. We are a thriving organisation with a diverse and engaged body of staff, made up of career part-time student staff. We have immense pride in what we do and are constantly striving to do better.



President & CEO introduction



Tahmid Khan
President
2024/25



Mike Wojcik
Chief Executive Officer

We are proud to be a student-led, democratic membership organisation that is the voice of all students at Queen Mary. It's our job to represent students and ensure the University and wider community are listening to what our students have to say. We are committed to being at the heart of the student experience and our wide range of charitable and commercial services work hard to offer students opportunities to have fun, find a voice, be empowered and to get involved in a wide range of activities

Our staff team is a close-knit community. We are a fun, dynamic and exciting organisation to work for! We offer many opportunities to ensure staff develop both personally and professionally. There are many opportunities to deliver real change and make a difference.

Our Mission

To listen, act and improve Students' Lives

Our Values

- Student-led
- Honest
- Supportive
- Inclusive
- Ethical
- Committed

Our Vision

Every student to feel they belong, in an environment where wellbeing, inclusion and community are at the core of everything we do. We will ensure every student is empowered to grow and thrive throughout their time at University and beyond into their future lives.



OUR STRUCTURE

Charity Teams

Customer Services



Advocacy (Help and Advice)

Student Voice

Sport



Student Engagement

Commercial Teams

Qmotion Sport & Fitness Centre



Retail & Cafés



Venues and Events



Supports the whole organisation

Senior Management Team

Communications & Marketing



Finance & Administration



Cleaning, Facilities & Maintenance



OUR PROJECTS

Here are just a few of our campaigns and projects we have worked on over the last few years

We always work collaboratively with students, staff and community partners to achieve many successes that embrace our mission, vision and values. Our student-led activities have continued to see engagement from thousands of students, several brand-new initiatives have been started and across all our work student feedback has been used to develop and improve what we and the University offer. This is just a small selection of some of our highlights from the last few years.



Reusable Mugs Save Thousands of Paper Cups Going to Waste

Since the introduction of our Students' Union-branded reusable mugs across our outlets and a new, increased discount of 20% when purchasing a hot drink with your own mug, our café has seen a huge increase in the numbers of people bringing their own mugs. Ground Café had 7,666 own mug sales in 2017-18, meaning thousands of single-use paper cups have been saved from landfill.



This Girl Can

This Girl Can Week celebrates women in sport and aims to boost female participation in sport across our campuses. In 2018-19, 212 students participated in 14 events across the week. 12 students were also profiled on our online channels.



Liberation Campaigns

We organise, facilitate and manage events throughout the year as part of our liberation campaigns – Asian Heritage Month, Black History Month, Islamophobia Awareness Month, LGBT+ History Month and Women's Week. The campaigns see a number of events held on campus, touring exhibitions, online profiles and features and awareness raising content across our website and social media.

STAFF BENEFITS

We have a fantastic range of benefits for our Students' Union staff.

A full range of benefits are available to staff that will support their personal development and provide them with a secure and interesting working environment. Here are some of the staff benefits below:

- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays)
- Season ticket loan scheme
- Generous Pension scheme
- Cycle to work scheme
- Qmotion sport and fitness centre
- Employee Assistance Programme
- Flexible working practice (based on personal circumstances and working preferences)







Job description

Job details	
Job title	Retail Assistant (Retail operations)
School/Dept/Institute Centre/Faculty	Queen Mary Students' Union
Reports to	Retail Manager
Grade and salary	Operational Grade 1 (£27,887 per annum)
Hours per week	Full-Time
Appointment period	Fixed term (3 months)
Current location	Mile End
Work activity type	Admin/Operational/Technical and Support

Job context

Queen Mary University of London Students' Union (the Students' Union) is a representative and campaigning organisation providing high quality services, activities, and opportunities for Queen Mary University of London (QMUL) students. The Students' Union's mission is 'Together, we improve students' lives' and works towards objectives such as improving the community on campus, providing better representation, and supporting and developing students. The Barts and The London Students' Association (BLSA) is a division of the Students' Union and supports students within the school of Medicine and Dentistry.

The role is part of the Commercial Services team within the Students' Union, and will be based in Mile End, at the new Coop Franchise shop that we will have on our Mile End Campus.

Job purpose

To help to ensure that we provide a customer focused retail service in our shops, by understanding and utilising our new and approved operational plans, aiming to meet or exceed the key performance indicators which have been set out, whilst striving to maintain a culture of excellence in all areas of operation.Within this role this will be achieved through primarily ensuring that the stock level within in the shop is continuously monitored and refilled as and when required.

This role will be responsible for helping to deliver the daily operations alongside the rest of the retail team taking guidance from the Manager on what needs to be done during each shift.

Main duties and responsibilities

- To ensure outlet is open and fully operational at scheduled times, ensuring standards are maintained throughout the service, delivering exceptional level of customer care and satisfaction and a smooth handover of shifts.

- Ensuring operational and service checklists are completed thoroughly when requested to by the manager. Ensure an exceptional and consistent level of service, helping to deliver on the key performance indicators, in a clean and professional environment.

- Ensuring that the stock levels within the shop are kept to the agreed levels, by dealing with the increased deliveries efficiently and effectively, and continuously monitoring and recording stock levels throughout each shift.
- Assist the shop and retail manager in ensuring that the venue is run in a safe, orderly and disciplined manner in accordance with the conditions of the licenses, QMSU/College policy and Health & Safety requirements.
- Helping to ensure that a high level of cleanliness is maintained in the main venue and associated areas, including back office and stockroom, supported by a cleaning schedule and adherence to best practice (including COSHH).
- Comply with the constitution, policies and procedures of QMSU at all times.
- Have a flexible approach to duties and work, adopting a team work style across the departments and activities of QMSU.
- To understand the alcohol laws and implement them as required.
- Perform any other such duties that may be reasonably expected by your line manager.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place.

Essential: Requirements without which the job could not be done.

Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Desirable: Requirements that would enable the candidate to perform the job well.

Qualifications	Essential	Desirable
5 GCSEs grades A-C/9-4 (including maths and english)	☒	☐
Basic Food Hygiene / Level 2 Food Hygiene Certificate	☒	☐
Experience/Knowledge		
Level 2 Health & Safety at Work Qualification	☐	☒
Excellent customer service skills.	☒	☐
Retail experience	☒	☐
Ability to use own initiative to complete day to day tasks	☐	☒
Calm & confident when dealing with the general public with an enthusiastic approach to work	☒	☐
Proven communication, and interpersonal skills	☒	☐
Experience of keeping accurate records, systems and reports	☐	☒
Experience of working/responding independently and dealing with unforeseen problems and circumstances.	☐	☒
Good understanding of current Health & Hygiene Legislation	☐	☒
Skills/Abilities		
Good understanding of the needs of students	☐	☒
Hard working, reliable, and trustworthy	☒	☐
Computer literate with a good knowledge of Microsoft Office software (including Outlook, Word, Excel, PowerPoint)	☐	☒
Experience of working with EPOS/till systems	☒	☐
Good organisational skills and ability to work well under pressure	☒	☐
Good oral and written communication skills	☒	☐
Other		
Willingness to learn and follow defined regulations and procedures	☒	☐
Willingness to work as part of a team at different sites of the students' union	☒	☐
Empathy with the aims and values of Queen Mary, University of London Students' Union	☒	☐
Willingness to work flexibly; including early morning, days, evenings and weekends.	☒	☐
*The ability to meet UK 'right to work' requirements.	☒	☐

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment.

Contact details

For enquires related to this job role please contact:

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TOGETHER
WE IMPROVE STUDENTS' LIVES

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www.qmsu.org/strategicplan

Registered Charity No.1147786
Company Limited by Guarantee
Company No. 8092471



Please note, the information in this guide is correct at the time of the document being produced.
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