



# Supporting Student Experience



Recruitment Pack Retail Date Code Check Assistant



## Welcome From The CEO

Thank you for your interest in the position of Retail Date Code Check Assistant, at Kent Student's Union Trading Ltd (KUTL), and considering us as your new employer. This is an exciting opportunity, employed by KUTL, the commercial arm of the Kent Student's Union charity.

This role is for Coop, part of the wide range of sector leading services within KUTL, which includes catering, licensed trade, business development, retail, and the nursery. With an annual combined turnover of £9 million, these make a huge impact upon the student experience.

Students are the reason Kent Students' Union exists. We are there through their university journey. Our amazing staff and volunteers work towards improving their experience and you will be joining a talented and committed team.

Thank you for your interest in the role, this pack should provide everything you need to support your application. However, for more information or for an informal chat about the role you can contact us at [kentunionrecruitment@kent.ac.uk](mailto:kentunionrecruitment@kent.ac.uk).

We look forward to hearing from you.

**Mel Sharman Chief**

**Executive**

# About Us

## OUR MISSION

### Why we're here

We are a charity that supports students at the University of Kent.

### We are:

- Student led
- Here for our members
- A place of opportunities



## OUR BELIEFS

### Why we do it

We believe every student should have the opportunity to try out new experiences, have fun, make new friends and be part of a community; we believe every student should have the opportunity to fulfil their potential in life, have a voice in society and make a difference.

## OUR VISION

### Where we're going

Our vision is to provide the best student experiences on the planet.

## OUR VALUES

### How we're perceived

#### Bold

- We are brave and courageous; we stand up for students' rights
- We are innovative
- We challenge the status quo

#### Inclusive

- We welcome all people and appreciate their uniqueness
- We are champions of equality and diversity

#### Supportive

- We look out for people
- We want students to succeed in life so we offer transformative experiences for them to get involved in.
- We ensure our staff have a healthy work-life balance

Find out more at [www.ksu.co.uk/strategy](http://www.ksu.co.uk/strategy)



## How We Are Run

### How Are We Financed?

We have two income streams: University core grant funding and generating income through KUTL, our commercial services trading company. Our KUTL profits are gift aided into the Kent Student's Union charity and reinvested back to provide essential services and activities for our students and members.

### Our Trustee Board

As a registered charity, we are governed by a Board of Trustees. It is made up of the 5 elected Full-Time officers, 4 External Trustees and 4 Student Trustees. Our Board of Trustees has ultimate responsibility for directing the affairs of Kent Student's Union, ensuring we are solvent, well-run and delivering our objectives. The day to day running of the Union and KUTL is delegated to the Chief Executive, Senior Management and staff team.

### KUTL Board

Kent Student's Union Trading Limited (KUTL) Board of Directors has ultimate responsibility for directing the affairs of Kent Student's Union Trading Limited, ensuring it is solvent, well-run and delivering its objects. KUTL is a wholly owned subsidiary of Kent Student's Union, which exists to run activities on behalf of Kent Student's Union that are outside the scope of Kent Student's Union's charitable purpose. The Board is made up of 7 people including the External Chair, President, 3 Trustees and the Executive Directors which include the Chief Executive and Director of Commercial Services.

### Staff And Management Structure

Kent Student's Union employs approximately 411 staff to provide services for its members. Staff are of two types: approximately 300 student staff, who work whilst completing their studies at the University of Kent and 111 career roles – professionals who have made working at Kent Student's Union part of their career. Staff are employed by either the charity or for the Commercial Services employed directly by KUTL.

# Commercial Services

The commercial services through KUTL include catering and licensed trade, retail, business development and the nursery. The total budget across all commercial services is over £9million and the staff team is around 70 career staff and 300 student staff.



## The Venue Nightclub

The Venue is the largest student night club in Canterbury and plays host to a wide range of late-night entertainment from Welcome Week, Summer Balls to regular weekly club nights.

[thevenuekent.co.uk](http://thevenuekent.co.uk)



## Woody's

Woody's has been renovated to an exceptional standard and is a social hub for students to build student communities, providing everyday food and drink for students on campus.

[ksu.co.uk/woodys](http://ksu.co.uk/woodys)



## Campus Coffee

Campus Coffee is a hive of activity and the perfect place for coffee, soft drinks, light snacks and lunch, located in the library.

[ksu.co.uk/campus-coffee](http://ksu.co.uk/campus-coffee)



## Oaks Nursey

Kent Student's Union operates a 95 capacity children's nursery. This is a key service to both staff and students, enabling them to study and work.

[oaksnurserykent.co.uk/](http://oaksnurserykent.co.uk/)



## Retail

Kent Student's Union was sector leading in the development of retail and is host to two Co-op franchise stores. Collectively these turnover £5 million and are an essential service to students and staff on campus.

# Working With Us



## We're Bold

You'll be working for an organisation that is innovative and challenges the status quo to stand up for students and ensure they have the best time at university. You'll get to directly shape what we do and pioneer new areas of work.



## We're Supportive

We're really flexible as we understand that life isn't 9-5 and we'll always look at how we can best adapt to meet your needs; this includes the ability to work remotely.



## We're Inclusive

We are an organisation that champions equality and diversity and works to embed this in everything we do. We positively encourage applications from all individuals irrespective of their gender, age, ethnicity, sexuality, religious beliefs, or disability.



## It's Great Fun

We are always working hard to improve the student experience, but we have a great time doing it. You'll be joining a team of passionate and friendly people and get to be involved in all the incredibly random fun things we do that make Students' Unions such amazing and unique places to work.

## Where We Work

We have five buildings over the University of Kent campus, from where we deliver services for students, including our bars, venues a nursery and shops. This post includes hybrid working, with an office in the Mandela Building (University of Kent, Canterbury CT2 7NW), and with regular travel to partners and clients as appropriate.

There are bus links to the campus and the nearest train station is Canterbury West, which is approximately a 20-minute walk. There are also parking spaces available on the purchase of a permit and the campus also has plenty of cycle parking spaces.

## When We Work

Kent Student's Union recognises the importance of helping its employees balance their work and home life and so we have cutting-edge flexible working policies and many ways in which staff can work flexibly and remotely, based on the nature of the role and in line with business needs.

Any employee can make a request for flexible working. Whilst we cannot guarantee to accommodate a flexible working application, we do guarantee that we will carefully consider any request made.

## Equality, Diversity & Inclusion

Kent Student's Union is committed to the principles of equality of opportunity. A key priority for us is to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from racially and ethnically marginalised backgrounds candidates (REMP).

## Racially & Ethnically Marginalised Peoples (REMP) Priority Interview Scheme

We recognise that applicants from racially and ethnically marginalised backgrounds may have experienced additional barriers when applying for new roles.



Therefore, if you meet the minimum criteria (at least 80% of the 'essential' criteria in the person specification) and are from a REM background, you'll be guaranteed an interview.

If you are a REM applicant and would like to be considered under our guaranteed interview scheme, you must indicate this by selecting the relevant box on the application form.

If you do not select this box, your application will be considered alongside all other applications. It is important to note that this scheme guarantees an interview for REM applicants who meet the minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.

# About The Role

<b>Job Title</b>	Retail Date Code Check Assistant
<b>Salary Range</b>	£23,195
<b>Annual Leave</b>	34 days' leave including 8 statutory bank holidays
<b>Reports To</b>	Retail Store Manager
<b>Place Of Work</b>	Plaza Retail Store
<b>Working Hours</b>	35 hours per week in line with the business needs and operational demands
<b>Pension</b>	Staff who are 'eligible jobholders' are automatically enrolled into the NEST Pension Scheme. Employees contribution is 5% and KUTL's contribution is 3%

## Role Purpose

- The post-holder will be a member of the Retail Department.
- The post-holder will lead on ensuring Coop reductions and wastage routines are being correctly complete each day.
- The post holder will be expected to work 3pm – 23.00pm Monday to Friday throughout the year,
- The post holder will support in protecting the store from stock losses by monitoring customer activity to reduce theft, investigating stock issues and reporting incidents.



# Duties And Responsibilities

## Operational Duties

- To perform routines as per the designated process (Coop), ensuring the achievement of store accountable KPIs, including, but not limited to, IRTC (Intelligent Reduce to Clear), Wastage, Replenishment to support Availability for our customers and delivering great customer service on the shop floor and at the checkouts.
- Support in protecting the store from stock losses by monitoring customer activity to reduce theft, investigating stock issues and reporting incidents.

## People Responsibilities

- Help to ensure that products on display are suitable for customer consumption and are not a risk to customer health and safety.
- Delivering great customer service in keeping with the values of Kent Students' Union and Coop
- Work as part of a team to deliver the Retail departments KPI's

## Financial Responsibilities

- Identify products that require a price reduction to help the store keep food wastage with budget.
- To be responsible for the security of all resources including stock and cash, and to follow Kent Union's financial procedures.
- To ensure stock counts are completed to required timescales, and that practices and routines pertaining to minimising theft are in place while trading the shop floor

## Expected Behaviours

- To attend/complete training sessions and meetings, and complete training as required by KUTL/Kent Students' Union and Coop
- To contribute to the positive image of Kent Students' Union with students, the University of Kent, and the local community
- To lead by example and demonstrate a full understanding of the organisation's democratic structures.
- To encourage and promote the highest standards of ethical and environmental behaviour, ensuring that the Retail department minimises its environmental impact wherever possible.
- To act as an ambassador for Kent Students' Union and show loyalty to the organisation, abiding by the Union's constitution, policies, and procedures at all times.
- To undertake other tasks and responsibilities compatible with the level and nature of this post, as required by the Store Manager, Retail Group Manager, and Director of Commercial Services

## Notes

This job description does not form part of your contract of employment.



# Person Specification

	Essential	Desirable	Tested at Application	Tested at Interview
<b>Qualifications</b>				
First Aid certificate		X	X	
<b>Experience</b>				
Experience of working within a team of people and able to provide the highest standards of customer service	X		X	X
Experience of working in a busy, customer focused environment and managing competing priorities	X		X	X
Experience of working in retail operations and identifying customer needs and identifying needs/priorities of the store	X		X	X
Some experience of stock management and can demonstrate a clear understanding of how this can contribute to the financial sustainability of the organisation		X		
Health and Safety management qualification (eg IOSH Certificate in Managing Safety, Food Hygiene)		X	X	X
<b>Knowledge</b>				
Knowledge of health and safety legislation and best practice in supporting health and safety	X		X	X
Knowledge of licensing legislation and how to operate retail premises legally and responsibly	X		X	X
Knowledge of the student movement and how the retail department contributes to Kent Students' Union's charitable purpose		X	X	X
<b>Skills and Abilities</b>				
Sound judgement and ability to handle competing priorities and a challenging workload in a pressurised environment	X		X	X
Skilled and committed user of IT, enabling efficiencies and improved service through the use of technology		X	X	X
Excellent communication skills, with the ability to communicate clearly and concisely, in a positive way choosing the most appropriate method of communication for the audience	X		X	X
An effective and highly capable individual who is punctual, friendly and has a positive attitude, takes pride in their own work and that of the team	X		X	X
<b>Values, Attitudes and Personal style</b>				
Evidence of commitment to continuing personal and professional development	X		X	X
A firm commitment to equality of opportunity; an individual who values diversity, shows respect for all people and works well with people who have different	X		X	X

<b>ideas, perspectives and backgrounds</b>				
<b>A team player, who helps others to build a successful team, celebrates others' successes and supports others to achieve individual and team goals</b>	X		X	X
<b>A responsible individual who is committed to Kent Students' Union's values, will take steps to reduce the organisation's impact upon the environment and support efforts to give something back to society</b>	X		X	X

April 2026

## How To Apply

### Applications

To apply please submit your application and CV on our recruitment portal at [ksu.co.uk/careers](https://ksu.co.uk/careers). Please ensure that you pay particular attention in your application to detailing how you meet the requirements of the person specification and note the criteria that is tested at application and at interview.

### Website

Kent Students' Union's website contains further background information about Kent Students' Union to help potential applicants. Potential applicants are encouraged to look at the website prior to applying; the website address is [www.ksu.co.uk](https://www.ksu.co.uk)

### Further Information and Questions

If you require further information, please contact: James Tee, Store Manager, [J.N.Tee@kent.ac.uk](mailto:J.N.Tee@kent.ac.uk) or telephone 01227 824223

**Completed applications must be received by Friday 5 June 2026, 23.59pm.**

