KSU KENT STUDENTS' UNION

Retail Duty Manager



Recruitment Pack



Welcome From The CEO

Thank you for your interest in the position of **Retail Duty Manager**, at Kent Student's Union (KSU), and considering us as your new employer.

This is an exciting opportunity to join a team that sits at the heart of our organisation, supporting both KSU and Kent Union Trading Ltd (KUTL), our commercial services. From digital platforms used by thousands of students to the technology that underpins our venues, events and outlets, this role plays a **key part in delivering the services and experiences that define student life at Kent.**

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.

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



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 3 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 Union Trading Limited (KUTL) Board of Directors has ultimate responsibility for directing the affairs of Kent 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 **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.

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.

Our 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



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



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



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/



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.



SU Network

SU Network specialises in student market advertising, with deep insight into campus culture. It has grown to support over 25 campuses and many more bookings nationwide.

sunetwork.co.uk/

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), with occasional travel to other campuses.

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 mee the** minimum criteria. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.



About The Department

Department Name	Kent Students' Union Coop
Description	The role of Retail Duty Manager is a key role within our busy Retail Department. The post holder will be responsible for the provision of excellent customer service in our Coop Franchise store on the Plaza, motivating staff, managing the shop floor, stock and cash control, health and safety of staff, customers, and the security of the building and its contents. The postholder will be a self-motivated, highly driven and flexible individual, who works well in a team or on their own. They will have experience of working in a busy commercial and customer-focused organisation and will have excellent communication skills. They will be highly competent in managing teams of staff to achieve outstanding customer service and ideally will have experience of working in a commercial operation. They will be an effective manager and leader and will be positive, confident and resourceful.
What We Do	Kent Students' Unions Coop are a Franchise which means all the profits go straight back into Student Services such as Campus Pantry, Advice Centre, Student Activities etc We provide all that you would expect from a Retail convenience store on your campus from 7am until midnight, 7 days a week instore and online through Deliveroo, Uber Eats and Just Eats This includes breakfast, lunch and evening meal options, an extensive range of international products, daily groceries, fresh Fruit & Vegetables, Household and Health & Beauty items as well as Hot food and Bakery products, freshly baked on the premises daily from our top selling instore bakery We also provide employment for over 65 student staff, with shifts planned round their studies and excellent training with transferrable skills In addition to this the Retail Department have Kent Clothing for all University of Kent Merchandise and Clothing **Please note only apply for this role if you have the relevant retail experience** **As this is a full-time role this would not be suitable for students currently studying**

About The Role

Job Title	Retail Duty Manager
Salary Range	£28, 013
Annual Leave	The post holder is entitled to 34 days' leave; this is inclusive of 6 'customary' days', normally taken over Christmas, and the 8 statutory leave days for England. (full-time equivalent).
Reports To	Retail Store Manager and Retail Group Manager
Place Of Work	KSU Coop Plaza, University of Kent, Canterbury
Working Hours	35 hours a week 5 over 7 days Shifts are currently rotated: Weekdays 6am – 2pm, 10am – 6pm, 2pm – 10pm Weekends 12pm – 8pm, 12.30pm – 8.30pm
Pension	Staff who are 'eligible jobholders' (subject to the eligibility criteria as determined by the government from time to time) are automatically enrolled into the NEST Pension Scheme. NEST is a workplace pension scheme set up by the government but run independently as a trust. Your contribution to the scheme is 5% of the pensionable salary you receive each month, which is based upon your annual salary, and KUTL's contribution is 3% of this pensionable salary
Role Purpose	The post holder will be a member of the Retail Department delivering exceptional customer service. The post-holder will be responsible for staff motivation, front of house supervision and ensuring we exceed customer expectations. The post holder will be responsible for stock and cash control, health and safety of staff, customers and security of the building and its contents.

Duties And Responsibilities

Key Operational Responsibilities

- Ensure the safe and efficient day-to-day operation of the store.
- Maintain compliance with health and safety, food hygiene, and legal requirements.
- Lead, coach, and support colleagues to deliver high standards of customer service and operational performance.
- Monitor and achieve key performance indicators (KPIs), including product availability and stock management.
- Oversee merchandising, cleanliness, and brand standards across the store.
- Support loss prevention initiatives and investigate stock discrepancies.
- Manage daily shift handovers and communicate operational priorities effectively.
- Ensure completion of all required audits, records, and compliance documentation.
- Carry out other duties and activities as reasonably required in order to support colleagues in achieving KUTL and Kent Students' Unions plans
- Attend Training and meetings as required

People Responsibilities

- Lead, motivate, and support retail colleagues to achieve individual and team objectives.
- Provide coaching, guidance, and regular feedback to develop skills, knowledge, and performance.
- Promote a positive, inclusive, and collaborative team culture.
- Ensure all colleagues are trained in safe working practices and company procedures.
- Support onboarding and ongoing development of new and existing team members.
- Manage day-to-day team performance, addressing issues promptly and professionally.
- Conduct regular team briefings to communicate priorities, business updates, and operational objectives.
- Foster employee engagement and encourage a customer-focused approach across the store.
- Act as a role model for company values, behaviours, and professional standards.
- Support employee wellbeing and help create a safe and supportive working environment.

Duties And Responsibilities

Financial Responsibilities

- Support the achievement of store sales, profitability, and performance targets.
- Monitor and manage store costs to ensure efficient and effective use of resources.
- Drive sales opportunities through excellent product availability, merchandising, and customer service.
- Minimise stock loss and shrinkage by implementing effective stock control and loss prevention measures.
- Ensure accurate pricing, promotional compliance, and stock management processes are always maintained.
- Monitor store KPI performance and take appropriate action to improve results where necessary.
- Support inventory management, including stock counts, investigations, and discrepancy resolution.
- Ensure cash handling, till operations, and banking procedures are completed accurately and in accordance with company policies.
- Contribute to waste reduction initiatives, including effective management of markdowns and Intelligent Reduce to Clear (IRTC) processes.
- Assist in identifying opportunities to improve operational efficiency and maximise store profitability.

About You / What we offer

To be successful in this role, you will have:

Previous experience in a retail supervisory, team leader, or management position.

- Strong leadership, coaching, and people management skills.
- Excellent communication and interpersonal abilities.
- A sound understanding of health and safety, compliance, and retail operational procedures.
- Experience working towards and achieving performance targets and KPIs.
- Strong organisational skills with the ability to prioritise tasks in a fast-paced environment.
- A proactive approach to problem-solving and continuous improvement.

What We Offer

- A supportive and inclusive working environment.
- Opportunities for training, development, and career progression.
- The chance to make a positive impact on both team performance and customer experience.

- Competitive salary and benefits package.

If you are passionate about retail, enjoy leading teams, and thrive in a dynamic environment, we would love to hear from you. Apply today and become part of our growing team.

What We're Looking For

Personal Specification

Essential requirements should be demonstrated before appointment and maintained in post. Desirable elements should be developed and maintained once in post as needed.

Essential, Desirable, Tested at Interview and Application

Qualifications	E	D	I	A
Educated to degree level (or equivalent)		X		X
A relevant specialist or technical qualification i.e. ITIL		X		X
Experience	**E**	**D**	**I**	**A**
Experience in supervising a team	X		X	X
Experience of delivering exceptional customer service, individually and through effective staff management	X		X	X
Experience of the effective use of IT, especially Epos systems	X		X	X

Knowledge	E	D	I	A
A good understanding of commercial trends within Retail with reference to the student market & retail catering	X		X	X
A good knowledge of Health & Safety, COSSH legislation & First Aid	X		X	X
A good understanding of best practice in stock and cash security systems	X		X	X
A good understanding of the industry standard Challenge 25 procedure and what the candidate's role would be in enforcing it	X		X	X

Skills And Ability	E	D	I	A
Ability to operate effectively in a busy environment, with the skills to develop productive relationships with a range of internal and external stakeholders	X		X	X
Good communicator with the ability to relate to people at all levels	X		X	X
Provides highest standards of customer service and effectively solves customer problems.	X		X	X
A confident, resourceful individual with leadership skills who can operate in challenging environments	X		X	X

Values And Behaviours	E	D	I	A
Evidence of a personal commitment to continuing professional development.	X		X	X
A team player, who helps others build a successful team, celebrates others' success and supports others to achieve individual and collective goals and objectives.	X		X	X
A commitment to equality of opportunity; someone who builds a culture of inclusivity and diversity.	X		X	X
A commitment to working in a democratic and charitable organisation, with the ability to build constructive relationships with people across the organisation, and externally.	X			X

How To Apply

Positioned Advertised	29.10.2026
Applications Close	22.11.2026
Shortlisting	24.11.2026
Interviews	30.11.2026

To apply, please submit your application through our recruitment portal at ksu.co.uk/careers.

Please ensure that you pay particular attention in your application to detailing how your experience meets the requirements of the person specification and why you are interested in the position.

If you have any further questions about the role or the application process, please contact James Tee- Store Manager by emailing J.N.Tee@kent.ac.uk

Completed applications must be received by 22.11.2026 23.59pm

KSU

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