



Retail Duty Manager @ KSU Coop



Recruitment Pack



Welcome From The CEO

Thank you for your interest in the position of **Retail Duty Manager at KSU Coop**, 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	Retail Department, Kent Union Trading Ltd, (KUTL is the commercial arm of Kent Union).
Description	We are seeking someone who will be responsible for effectively managing our main Coop Store (named Coop Union Plaza) on Canterbury Campus, having oversight over all operational areas of the store. The store is open 7 days a week, usually from 7am until midnight, providing everyday essentials you would find in any Coop store, primarily to students and university staff, but also to the wider community. We run two Coop stores on Canterbury campus as 'franchise' stores – this means we work in partnership with the Cooperative Group, using their brand, goods, and systems, but all our staff are employed by Kent Union Trading Ltd, and all profits go back into Kent Union. The service and offer to the customer, however, is the same as in any other Coop store, so our goods and services are recognisable, as Coop is the leading convenience retailer in the UK. The successful candidate will be responsible for driving consistency in all aspects of operations and will be tasked with working a combination of daytime, evening and weekend shifts. They will be responsible for the day-to-day management of the store and execution of Coop store processes and routines, ensuring we drive sales through great availability, customer service and store standards, as well as delivering excellent profitability through effective control of costs. They will be responsible for staff development and management and will manage a team primarily comprised of student staff, and some career staff. They will also be responsible for ensuring that our stores remain safe and secure for all customers and staff. The post holder's principal place of work will be the Coop Union Plaza, however from time to time, they may be required to work in the Coop Park Wood, our other store on the campus. Please only apply for this role if you have the relevant retail experience. <u>As this is a Full-time role it would not be suitable for students currently studying.</u>

What We Do

KUTL is the commercial arm of Kent Union. We are a vibrant, student-led organisation with a bright future ahead of us. After a challenging few years, we are going from strength to strength with a renewed focus and energy to amplify the voice of our members and ensure they have a fantastic student experience. Our driving force is our new strategy, which sets out our priorities over the next two years. Students are the reason Kent Union exists.

We are there through their university journey. Our amazing staff and volunteers work towards improving their experience, whether it's helping them with their studies, practicalities of life or to have fun.

About The Role

Job Title	Retail Duty Manager at KSU Coop
Salary	£27,263 per annum
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	Store Manager, Plaza
Place Of Work	University of Kent, Coop store, Plaza, Canterbury, Kent.
Working Hours	This is a full time, permanent position. The contracted hours are 35 hours per week, with flexibility over work hours and times.
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	To be responsible for driving consistency in all aspects of operations. To be responsible for the day-to-day management of the store and execution of Coop store processes and routines, ensuring we drive sales through great availability, customer service and store standards, as well as delivering excellent profitability through effective control of costs.

Duties And Responsibilities

Operational Duties

- To ensure the health and safety of all staff, customers, and other visitors to the store (such as suppliers and contractors), completing store risk assessments and checks in line with KUTL's Health and Safety Policy
- To manage, provide leadership and coaching to retail staff in safe working practices and to ensure machinery and equipment is fit for use, and that maintenance is carried out where required.
- Ensuring legal documentation and tasks are completed to the required timescales, such as legal diaries, food hygiene logs, correct pricing and cleaning.
- To coach staff in performing routines as per the designated process (Coop), ensuring the achievement of store accountable KPIs, including, but not limited to, Availability and IRTC (Intelligent Reduce to Clear)
- Overseeing the delivery of excellent operational and brand standards, ensuring great service, and that the store is clean, merchandised to plan, with current and relevant marketing POS.
- Support in protecting the store from stock losses by monitoring customer activity to reduce theft, investigating stock issues and reporting incidents.
- Manage the daily handover process between managers, highlighting priorities and issues and focussing on key next steps.
- Regularly review brand standards audits to ensure issues are resolved, and that the store is maintaining Coop standards at all times.
- Carry out other duties and activities as reasonably required, in order to support colleagues in achieving KUTL and Kent Union's plans

People Responsibilities

- To provide leadership, direction, coaching and mentoring for direct reports and to set an example of being results focused and aiming to achieve excellence.
- To monitor the performance of staff members and give them regular and constructive feedback
- Ensuring great performance/conduct is rewarded, and to coach those who deliver poor performance/conduct. In the case of persistent or serious performance/conduct issues, implementing further performance management processes, such as disciplinary procedures.
- To undertake performance reviews of direct reports in line with KUTL policy
- To support in the process of recruiting new student staff
- To identify training needs within the department, and ensure new training initiatives are implemented in a timely fashion to all staff

Financial Responsibilities

- Support the Store Manager to maximise profit in the Retail department, through increased sales, controlling costs and monitoring daily product availability and wastage.
- To be responsible for the security of all resources including stock and cash, and to follow Kent Union's financial procedures.
- Responsible for achieving financial budgets, relating to sales, wastage, shrinkage, and margin.
- To manage the store's labour cost effectively, ensuring we have the right people in the right place at the right time.
- 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 training sessions and meetings, and complete training as required by KUTL/Kent Union and Coop
 - To contribute to the positive image of Kent 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 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.
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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 Tested at Application*

Qualifications	E	D	I	A
Generalist management qualification (e.g. certificate or diploma in Management Studies)		X		X
First Aid Certificate		X		X
Experience	E	D	I	A
Experience of managing a team of people and motivating them 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 managing retail operations and identifying customer needs and identifying new trends and opportunities	X		X	X
Experience of stock management and can demonstrate a clear understanding of how this can contribute to the financial sustainability of the organisation	X		X	X
Health and Safety management qualification (e.g. IOSH Certificate in Managing Safety, Food Hygiene)		X	X	X
Knowledge	E	D	I	A
A good knowledge of cost control and maximizing profitability in order to contribute to the financial sustainability of the organisation	X		X	X
A good knowledge of stock management systems and ability to maximize availability whilst minimising loss and stockholding	X		X	X

A good knowledge of health and safety legislation and best practice in the management of health and safety	X		X	X
A sound knowledge of licensing legislation and how to operate retail premises legally and responsibly	X		X	X
A good knowledge of the student movement and how the retail department contributes to Kent Union's charitable purpose		X	X	X

Skills And Ability	E	D	I	A
Ability to lead, coach and empower teams to deliver an outstanding shopping experience for our customers	X		X	X
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

Values And Behaviours	E	D	I	A
Evidence of a personal commitment to continuing professional development.	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	
A commitment to equality of opportunity; someone who builds a culture of inclusivity and diversity.	X		X	
A commitment to working in a democratic and charitable organisation, with the ability to build constructive relationships with people all across the organisation, and externally	X		X	

How To Apply

Position Advertised	Tuesday 14 July 2026
Applications Close	Sunday 9 August 2026
Shortlisting	Tuesday 11 August 2026
Interviews	W/C 17 August 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**](mailto:J.N.Tee@kent.ac.uk)

Completed applications must be received by **Sunday 9 August 2026 23.59pm.**



ksu.co.uk