KSU KENT STUDENTS' UNION

Retail Duty Supervisor

Recruitment Pack

Welcome From The CEO

Thank you for your interest in the position of **Retail Duty Supervisor**, 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 Student Duty Supervisor is a key role within our busy Retail Department. The post holder will be responsible for the provision of excellent customer service in our two Coop Franchise stores, motivating staff, supervising 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 supervising teams of staff to achieve outstanding customer service and ideally will have experience of working in a commercial operation. They will be an effective supervisor 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

About The Role

Job Title	Retail Duty Supervisor
Salary Range	Duty Supervisor rate of pay is £14.91 per hour including holiday pay.
Annual Leave	Student staff receive a basic hourly rate plus holiday pay, which gives the total hourly rate (this is known as 'rolled-up holiday pay').
Reports To	Retail Store Managers and Retail Duty Managers
Place Of Work	KSU Coop Plaza and KSU Coop Parkwood
Working Hours	A minimum of 3 shifts per week, approx. 12-16 hours per week. The post holder will be required to work early mornings (6am starts), weekends and evenings (latest finish 12.30am) as part of their shift pattern.
Pension	N/A
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

Operational Duties

Operations

- Maintain shop floor standards, including product availability, shelf-edge labelling, merchandising, and queue management.
- Replenish stock, rotate products, and merchandise displays in accordance with store plans and recognised planograms to maximise sales opportunities.
- Support stocktaking activities and inventory management processes as required.
- Operate tills and back-office systems efficiently and provide guidance and training to student staff on their correct use.
- Carry out daily retail routines and processes, including My Work, Intelligent Reduce to Clear (IRTC), gap scanning, and other operational procedures.

Health and Safety

- Ensure compliance with Kent Students' Union Health, Safety and Wellbeing Policy always.
- Promote safe working practices and provide guidance to student staff on health and safety procedures.
- Safeguard the wellbeing of customers, suppliers, visitors, and colleagues within the retail environment.
- Act as a Fire Warden in accordance with organizational policies and procedures.
- Ensure compliance with the Challenge 25 policy and all relevant legislation relating to the sale of age-restricted products.
- Uphold all legal and regulatory requirements applicable to retail operations.

People Responsibilities

Staff Supervision

Coordinate and supervise the work of student staff, ensuring workloads are distributed effectively and staffing levels remain adequate and efficient. Provide leadership, direction, support, and coaching to student employees.

- Assist in identifying training and development needs in collaboration with Retail Store Managers, Duty Managers, and Retail Supervisors.
- Monitor and maintain high standards of product availability, store presentation, merchandising, and display across retail outlets.
- Conduct Performance Development Reviews (PDRs) for student staff and support ongoing performance management.

Customer Service

- Ensure student staff deliver exceptional customer service and consistently exceed customer expectations.
- Handle customer feedback, complaints, and enquiries in a professional, courteous, and timely manner.
- Promote a positive shopping experience and maintain excellent service standards throughout all retail areas.
- Ensure all retail premises are clean, tidy, and welcoming, reporting any maintenance issues promptly.

Financial Responsibilities

Cash and Stock Control

- Ensure cash handling and stock control procedures are followed accurately and consistently.
- Monitor stock management systems and maintain display standards in accordance with company procedures.
- Support student staff in adhering to cash handling, stock control, and loss prevention practices.

Additional Duties

- Comply with all Kent Students' Union policies, procedures, and retail operating standards.
- Promote and contribute to a positive image of the Union among students, the University community, and external stakeholders.
- Assist with the recruitment, induction, and training of new staff members throughout the academic year.
- Attend meetings, training sessions, and other events as required.
- Undertake any other duties appropriate to the level and scope of the role.

Key Skills / Expected Behaviours

- Leadership and team supervision
- Excellent customer service and communication skills
- Coaching and staff development
- Retail operations and merchandising knowledge
- Problem-solving and decision-making abilities
- Strong organizational and time-management skills
- Cash handling and stock management experience
- Commitment to health, safety, and compliance standards
- Complying to KSU Behaviours Framework
- Providing a safe place for all our staff and customers

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 all across the organisation, and externally.	X			X

How To Apply

Positioned Advertised	29.10.2026
Applications Close	08.11.2026
Shortlisting	10.11.2026
Interviews	16.11.2026

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 08.11.2026 23.59pm

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ksu.co.uk