



Supporting Student Experience



Recruitment Pack Retail Graduate Trainee
(Parkwood Store)



Welcome From The CEO

Thank you for your interest in the position of Retail Graduate Trainee (Parkwood), 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.

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 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



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.

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

| | |
|----------------------|---|
| Job Title | Retail Graduate Trainee Manager (Parkwood) |
| Salary Range | £23,725 |
| Annual Leave | 34 days' leave including 8 statutory bank holidays |
| Reports To | Parkwood Store Manager |
| Place Of Work | Parkwood Retail Store |
| Working Hours | 35 hours per week in line with the business needs and operational demands |
| Pension | 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 assist in leading, coaching and empowering a team of career and student staff to deliver an outstanding shopping experience for our customers.
- The post-holder will be responsible for delivering outstanding customer service and effective queue management across the trading day.
- The post holder will be expected to work during the night, evenings and weekends as part of their shift pattern throughout the year



Duties And Responsibilities

Graduate Trainee Programme (Park Wood)

- Responsible for attending all scheduled training and mentor/coaching sessions
- Responsible for developing a suitable project across terms one and two with presentation to a panel at the end of the programme
- Provide feedback throughout the programme to help shape future Graduate Trainee programmes across Kent Students' Union

Leadership and Staff Management

Support the Retail Management Team to:

- Co-ordinate the work and monitor workloads of career staff across the retail department
- Provide leadership, direction, coaching and development for the Retail staff
- Undertake PDR reviews for student staff as appropriate
- Manage staff performance, taking appropriate action where required in line with the performance management and disciplinary procedures, and Kent Students' Union's Behaviour's Framework
- Carry out training for retail staff
- Plan and carry out staff open days and assessment centres to ensure we recruit and select the highest calibre of applicants for retail
- Actively put in to practice any leadership and management training during the graduate programme

Financial Management

Support the Retail Management Team to:

- Maximise profitability through increasing sales and controlling costs
- Maintain financial controls and ensure the Finance Department receives all relevant financial information promptly and accurately
- Ensure all goods entering and leaving retail outlets are accurately recorded and accounted for; including wastage, orders, transfers and returns
- Complete stock takes and weekly stock checks to minimise shrinkage and maintain stock accuracy
- Ensure efficient management of all till operations, cash control and ensuring till discrepancies are within agreed limits
- Investigate variances to budget in the monthly management accounts
- Develop annual financial budgets, rationale and marketing plans

Operational Management

Support the Retail Management Team to:

- Deliver outstanding customer service and efficient queue management through the development of optimum staff schedules

- Manage reduction of goods process to minimise margin erosion and conduct analysis of wastage to ensure ordering is accurate and sales based
- Implement merchandising activity and product range changes
- Plan and deliver annual training for student staff, team leaders and Duty Supervisors
- Set and achieve additional targets related to retail operations
- Ensure handovers between managers and student Duty Supervisors are efficient and highlight priorities and issues

Park wood Systems

Support the Park Wood Manager to:

- Plan holiday cover, exam leave and shift swap requests in line with the approved annual budget
- To ensure product availability is maximised throughout the trading day and availability issues are effectively fed back to the Park Wood Store Manager
- To coach student staff on replenishment routines, stock rotation and presentation standards
- To be a key holder for the Retail Department and secure outlets as and when required

Customer Service Management

Support the Retail Management Team to:

- Create a culture of outstanding service, ensuring that customers' expectations are exceeded and comments and complaints are dealt with in a courteous, efficient and timely manner
- Ensure all staff receive customer service training each year

Marketing and Business Development

Support the Retail Management Team to:

- Maximise sales across the store through effective promotional planning and marketing activity
- Develop and implement the annual departmental operating plan and the achievement of strategic and department specific objectives

Health and Safety Management

Support the Retail Management Team to:

- Manage, provide leadership and coach the retail staff, in health and safety conscious working practices, and to ensure an appropriate annual programme of Health and Safety training is in place
- Manage the health and safety of customers, suppliers and visitors to all retail premises by providing a safe environment at all times
- To record all accidents and near misses, using the appropriate accident report forms and to report to the Retail Manager all related maintenance needs
- Responsible for conducting a daily check of the store, internal and external to provide a safe, clean, tidy and well-maintained environment for customers, contractors and visitors

Other Duties

- To undertake other tasks and responsibilities, compatible with the level and nature of the post, as required by the Retail Manager

- To abide by Kent Students' Union's Constitution, Environmental Policy, Health and Safety Policy and Equality, Diversity and Inclusion Policy, as well as the Retail Department's operating practices, policies and procedures at all times
- To act as a licensee for the Retail outlets and to ensure that licensing law is adhered to at all times
- To attend appropriate meetings as and when required by Kent Students' Union
- To act as a first aider, once qualified, and to act as a fire warden in line with Kent Students' Union's fire safety procedures
- Work a selection of shifts across days, evenings, weekends and nights to meet the needs of the business
- Support outlets across the Retail Department as and when required
- To deputise for the Park Wood Store Manager as and when required

Training

- Kent Students' Union considers regular and ongoing training as essential to job satisfaction and career development. It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to his/her duties and the post holder will be expected to undertake such training as may be reasonably practicable, as agreed by the Retail Manager

Notes

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



Person Specification

| | Essential | Desirable | Tested at Application | Tested at Interview |
|--|-----------|-----------|-----------------------|---------------------|
| Qualifications | | | | |
| Generalist management qualification (e.g. degree or equivalent) | X | | | X |
| Health and safety management qualification (e.g. IOSH certificate in Managing Safely) | | X | | X |
| First Aid certificate | | X | | X |
| Experience | | | | |
| Experience of supervising 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 |
| A good commercial knowledge and the ability to and identify 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 |
| Knowledge | | | | |
| A good knowledge of stock management systems and ability to maximise availability whilst minimising loss and stockholding | | X | X | X |
| A sound knowledge of health and safety legislation and best practice in the management of health and safety | X | | X | X |
| A good knowledge of the student movement and how the retail department contributes to Kent Students' Union's charitable purpose | X | | X | X |
| Skills and Abilities | | | | |
| 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 pressurized environment | | X | X | X |
| Skilled user of IT, enabling efficiencies and improved service through the use of technology | | X | X | X |
| An excellent planner and organiser with the ability to project manage a range of stakeholders | | 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 own work and that of | X | | X | X |

| | | | | |
|--|---|--|---|---|
| the team | | | | |
| Values, Attitudes and Personal style | | | | |
| 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 ideas, perspectives and backgrounds | X | | X | X |
| A team player, who helps others to build a successful team, celebrates others' successes and supports others to achieve individual and team goals | X | | X | X |
| 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 | X | | X | X |
| A strong commitment to working in a democratic and membership organisation; the ability to empower and build constructive relationships with elected officers | 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. 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

Further Information and Questions

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

Completed applications must be received by Sunday 14 June 2026, 23.59pm.

