



**Twilight Manager at Kent Students' Union Coop  
Franchise  
Retail Department  
Recruitment Pack Full-Time  
April 2026**



# Welcome

Thank you for your interest in the position of Twilight Manager at Kent Union Trading Ltd (KUTL) and considering us as your new employer. KUTL is the commercial arm of Kent Union, which includes Business Development, Retail, Catering and Licensed Trade and Nursery.

We are a vibrant, student-led organisation with a bright future ahead of us. Our focus is to amplify the voice of our members and ensure they have a fantastic student experience. Our driving force is our 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.

We are a strong and successful students' union that delivers a broader range of services than most other UK Students' Unions. We run student opportunities, events and services that are sector-leading and engage thousands of students every year.

The goals in our strategic plan going forward are to be 'student led', 'here for you' and 'a place of opportunities' for our students. We do this by being an expert on and advocate on behalf of students, campaigning and challenging for a positive and inclusive experience for them and empowering them to make the most of the many opportunities available to them.

Kent Union is a great place to work. Previously being accredited with Investor in People Gold status and Leaders in Diversity. We were the first students' union in the UK to achieve Investing in Volunteers status and have been included in the Sunday Times 100 Best Not-For-Profit Organisations to Work For, for 11 years, placed 17th for 2020.

I hope you will want to apply and you should find everything you need in this pack about the role and about working for Kent Union, but if you do have any questions you can contact us at [kentunionhr@kent.ac.uk](mailto:kentunionhr@kent.ac.uk).

## Information about the post

We are seeking someone who will be responsible for effectively managing our main Coop Store (named Kent Students' Union Coop 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 6pm – 2am, Monday to Friday only. 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.

**This pack should provide everything you need to support your application. It contains:**

- Job description
- Person specification
- Copy of full advert
- About the role
- Application and selection process and timetable

# Why work for 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.

## And 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.



## Information about the role

Job description:	Twilight Manager at Kent Students' Union Coop
Department:	Retail
Reports to:	Store Manager (Plaza)
Role purpose:	To lead, coach and empower the team of career and student assistants to deliver an outstanding shopping experience for our customers

## Duties and Responsibilities

Operational Duties
<p>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</p> <p>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.</p> <p>Ensuring legal documentation and tasks are completed to the required timescales, such as legal diaries, food hygiene logs, correct pricing and cleaning.</p> <p>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)</p> <p>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.</p> <p>Support in protecting the store from stock losses by monitoring customer activity to reduce theft, investigating stock issues and reporting incidents.</p> <p>Manage the daily handover process between managers, highlighting priorities and issues and focussing on key next steps.</p> <p>Regularly review brand standards audits to ensure issues are resolved, and that the store is maintaining Coop standards at all times.</p> <p>Carry out other duties and activities as reasonably required, in order to support colleagues in achieving KUTL and Kent Union's plans.</p>

## **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

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

## What we're looking for

<b>Person Specification</b>				
Essential requirements should be demonstrated before appointment and maintained in post. Desirable elements should be developed and maintained once in post as needed.				
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Tested at Interview</b>	<b>Tested at application</b>
Generalist management qualification (eg certificate or diploma in Management Studies)		<b>X</b>		<b>X</b>
First Aid Certificate		<b>X</b>		<b>X</b>
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Tested at Interview</b>	<b>Tested at application</b>
Experience of managing a team of people and motivating them to provide the highest standards of customer service	<b>X</b>		<b>X</b>	<b>X</b>
Experience of working in a busy, customer focused environment and managing competing priorities	<b>X</b>		<b>X</b>	<b>X</b>
Experience of managing retail operations and identifying customer needs and identifying new trends and opportunities	<b>X</b>		<b>X</b>	<b>X</b>
Experience of stock management and can demonstrate a clear understanding of how this can contribute to the financial sustainability of the organisation	<b>X</b>		<b>X</b>	<b>X</b>
Health and Safety management qualification (eg IOSH Certificate in Managing Safety, Food Hygiene)		<b>X</b>	<b>X</b>	<b>X</b>

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>	<b>Tested at Interview</b>	<b>Tested at application</b>
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
<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Tested at Interview</b>	<b>Tested at application</b>
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
<b>Values &amp; Behaviours</b>	<b>Essential</b>	<b>Desirable</b>	<b>Tested at Interview</b>	<b>Tested at application</b>
Evidence of commitment to continuing personal and professional development	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	
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	
A responsible individual who is committed to Kent Union's values, will take steps to reduce the organisation's impact upon the environment and support efforts to give something back to society. A strong commitment to working in a democratic and membership led organisation, with the ability to empower and build constructive relationships with elected officers	X		X	

# A bit about us

## Why we're here – our mission

We are a charity that supports students at the University of Kent; we are:

Student led

Here for our members

A place of opportunities for our members

## Why we do it – our beliefs

We believe every student at the University of Kent 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. We believe that Kent Union is integral to empowering students to realise this belief.

## Where we're going – our vision

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

## How we're perceived – our values

**Bold** – we are brave and courageous; we stand up for students' rights; we are innovative and 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.

## Staff and Management Structure

Kent Union employs approximately 416 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 116 career roles – professionals who have made working at Kent Union part of their career.



# The important HR bit

## Where we work:

We have five buildings over the University of Kent campus, from where we deliver services for students, including advice, entertainment, volunteering experiences, a nursery and shops.

Our address is Mandela Building, University of Kent, Canterbury CT2 7NW.

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 Union recognises the importance of helping its employees balance their work and home life and so we have a Flexible Working Policy in place. We have many different ways in which staff can work which includes earlier or later starts, compressed hours, part-time hours and term-time only contracts.

Where we can staff have flexibility in how they work. If staff wish to work some of their week remotely, and we can accommodate this, they can do so, with some key touch dates when they will be required to work on campus.

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. Our standard working hours are 35 hours per week, with an hour unpaid lunch break.



## About the role

### Summary of terms

- This is a full-time, permanent position.
- The contracted hours are 35 hours per week
- This post will be based at University of Kent, Canterbury Campus.

### Salary

The salary for this post is:

£27,944

plus, a Performance Related element based on targets and objectives.

### Probationary arrangements

This post is subject to a 6-month probationary period, with 1, 3 and 6-month reviews.

### Notice Period

The notice period for this position is:

8 weeks

### Annual Leave Entitlement

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).

### 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.

## **Hours of Work**

The contracted hours are 35 hours a week, with flexibility over work hours and times.

## **Work-Life Balance**

Kent Union is committed to facilitating a healthy work-life balance and has cutting edge flexible working policies.

## **Equity, Diversity & Inclusion**

We have recently implemented our new EDI strategy 2023-28 the Strategy is here to ensure equity and inclusion are a priority for Kent Union. Please see the full document here [Link](#)

Annually we review racial diversity within our workforce and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from Racially and Ethnically Marginalised People (REMP) and have introduced a REMP Priority Interview Scheme.

## **Pre-employment checks**

All job offers are conditional on the receipt of two satisfactory references.

We are also obliged to check your identity and obtain proof of your right to work in the UK, which you will be asked to provide at interview if you are successfully shortlisted.

## Induction and training

All new staff benefit from an induction from the HR Team and their own team, as well as ongoing support and personal development.



# How to apply

## Applications

To apply please submit your application and CV on our recruitment portal at [ksu.co.uk/careers](http://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 Union's website contains further background information about Kent 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](http://www.ksu.co.uk)

## Further Information and Questions

If you require further information, please contact:

Name	James Tee
Job title	Store Manager
Contact number	01227824223
Email address	J.N.Tee@kent.ac.uk

More information is available at [www.ksu.co.uk/careers](http://www.ksu.co.uk/careers)

# Equality, Diversity and Inclusion (EDI)

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Annually we review racial diversity within our workforce, and it is a key priority for us to improve racial and ethnic diversity amongst our workforce, and as such we particularly welcome applications from racially and ethnically marginalized backgrounds candidates and have introduced a Racially & Ethnically Marginalised Peoples (REMP) Priority Interview Scheme.

## The Racially and 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, we are taking positive action to address an under-representation within our organization. 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 Diversity Monitoring Form.

If you do not select this box, your application will be considered alongside all other applications. The selection decision at interview will be based on the most suitable candidate, regardless of background or protected characteristic.

## Job advert

Job title	Twilight Manager at Kent Students' Union Coop
Annual Salary	££27,396 Grade 6.3)
Hours per week	35

- 34 days' annual leave (full-time equivalent).

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## Information about the post

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The successful candidate will be responsible for driving consistency in all aspects of operations and will be tasked with working 6pm – 2am, Monday to Friday only. 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.

More information is available at [www.ksu.co.uk/careers](http://www.ksu.co.uk/careers)

Kent Students' Union is an organisation that champions equity and diversity and we have recently introduced a REMP guaranteed interview scheme, full details of which can be found in the Recruitment Pack.

## **How to apply**

To apply please submit your application and CV on our recruitment portal at [ksu.co.uk/careers](http://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.