

2025 RECRUITMENT PACK

Commercial Services

Front of House
(Retail Team Member)





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We've pulled together this recruitment pack to give you everything you need to know about the job, Ormskirk and Edge Hill Students' Union.

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ABOUT EHSU

Edge Hill Students' Union works with students to make their University experience all they want it to be.

Whatever a student's needs, situation or background; we empower them through partnership.

We deliver events, empower societies, and support individuals with whatever they need to have a great experience whilst fulfilling their ambitions.

We bring creativity, innovation and freedom to the student community, and work with Edge Hill to bring about our shared goal of enabling every student to be the best version of themselves.

We're inclusive
& accessible

We're fired up
to make change
happen

We empower
individuals

We make EHU
better for
everyone

We have the
creativity, freedom
and drive to drive
change



WHO WE ARE

We are a diverse team of staff and students, working together to create positive change for the student community at EHU. Our team includes both full-time and part-time staff, as well as student representatives who bring their lived experiences to the table.

At the heart of our work are our elected officers, who represent students from the University's three Faculties:

- **The Faculty of Health, Social Care & Medicine**
- **The Faculty of Arts & Sciences**
- **The Faculty of Education**

Together, we collaborate to ensure that students' voices are heard, their needs are met, and their university experience is the best it can be.



WHAT WE DO

We are the recognised representative channel for students, and we work closely with our elected officers across the University's three Faculties to ensure student issues are represented and voiced.

We offer free, professional, advice, guidance and support to students covering areas such as academic issues, complaints, housing and disciplinarys.

We organise activities, societies, and social events both on and off campus, which is funded by money spent at our SU Bar, on-site Subway and retail shop.



OUR STAFF BENEFITS



20% employee discount,
and free hot and cold
drinks from Subway



Workplace Pension: 3%
Employee to 5% Employer
contribution



Training & Development:
Access to training and
development



Free entry to selected paid
events at the SU Bar



»» HOW WE'RE STRUCTURED »»

STUDENTS

BOARD OF TRUSTEES

ELECTED OFFICERS

CEO

**FINANCE &
PEOPLE**

**COMMERCIAL
SERVICES**

**MARKETING
& COMMS**

**MEMBERSHIP
SERVICES**

**ADVICE &
GUIDANCE**

ABOUT THE ROLE



Job Title	Front of House - Retail Team Member
Reporting to	Business Development Manager
Salary	£12.21 per hour
Working hours	Zero Hour Contract

ABOUT YOU

You're an enthusiastic and driven student with a passion for retail, customer service, and business. Your creativity and initiative shine through in everything you do, whether it's finding new ways to engage customers or thinking outside the box to improve the shopping experience. Your friendly, approachable nature helps you connect with customers, ensuring each interaction feels personal and welcoming.

As a reliable team player, you bring energy, enthusiasm, and a strong attention to detail to every shift. You excel in fast-paced environments, quickly adapting and maintaining focus, even during peak hours. A passion for business, marketing, and advertising would be an asset, helping drive you to contribute innovative ideas that enhance the store's success and create memorable shopping experiences.

Above all, your dedication to customer service motivates you to ensure that every customer leaves satisfied, contributing to the success of your team and the store.





ABOUT THE ROLE

ROLE DESCRIPTION

As a Retail Team Member, you play a key role in delivering outstanding customer experiences in our retail outlets. From welcoming and assisting customers to taking bespoke orders and processing transactions, your friendly and proactive approach ensures every visitor leaves satisfied.

Beyond customer interactions, you'll also contribute behind the scenes—handling deliveries, packing and processing orders, and responding to customer queries online and “in-store”. Additionally, you'll have the opportunity to assist in developing creative merchandise ideas, help attract students to pop-up stores, and support campaigns that drive the success of the retail department. Your creativity and initiative will be valuable both on the shop floor and behind the scenes, helping to enhance the overall retail experience.

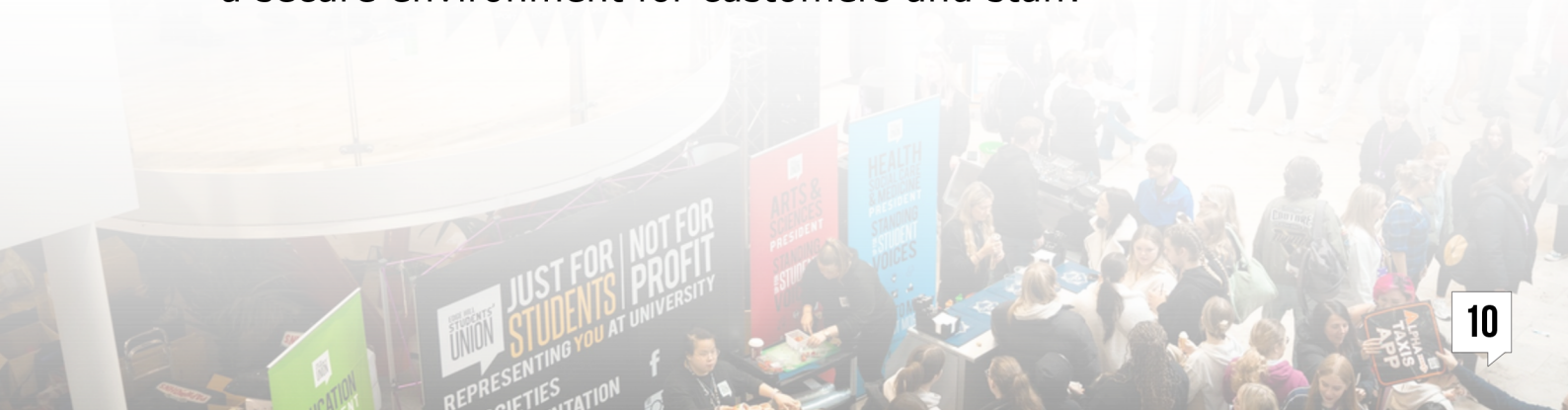




ABOUT THE ROLE

MAIN RESPONSIBILITIES

- Create a friendly and welcoming atmosphere to any pop-up stall while delivering excellent customer service.
- Accurately take orders, process transactions efficiently, and address customer inquiries.
- Contribute creative ideas to attract customers and increase footfall across campus.
- Assist in promoting upcoming events and special offers to enhance the customer experience.
- Accurately take orders and process payments using the EPOS system.
- Efficiently manage multiple tasks during busy periods, balancing customer service with operational duties.
- Ensure customer satisfaction by proactively resolving any issues.
- Maintain cleanliness, organisation, and stock levels, ensuring product displays are visually appealing and hygiene standards are upheld.
- Develop and maintain knowledge of products to confidently advise customers, make recommendations, and upsell where appropriate.
- Work collaboratively with the team and management to ensure smooth operations and an inclusive environment.
- Adhere to all health, safety, and hygiene regulations, ensuring a secure environment for customers and staff.



ABOUT THE ROLE

PERSON SPECIFICATION				
Qualifications		Essential	Desirable	Assessment Criteria
1	Be currently enrolled as a student at Edge Hill University	*		A
Experience		Essential	Desirable	Assessment Criteria
2	Previous experience in a customer-focused role (e.g., retail, hospitality, fast food, volunteering, or university events).		*	A
Skills & Knowledge		Essential	Desirable	Assessment Criteria
3	Keen attention to detail and presentation, with the ability to create attractive displays.			A
4	Strong verbal communication skills, with the ability to engage confidently with customers and team members.	*		A/I
5	Basic level of IT skills	*		A
6	Knowledge of EPOS (Electronic Point of Sale) system		*	A
7	Self-motivated and capable of working both independently and as part of a team.	*		A/I
8	Friendly, approachable, and professional demeanour	*		A/I
9	Enthusiastic about delivering excellent service and ensuring customer satisfaction.	*		A/I
10	Able to understand and follow instructions clearly.	*		A/I
11	Dependable and punctual, with a commitment to fulfilling scheduled shifts.	*		A/I
12	Able to stay calm and focused in a fast-paced environment, managing multiple tasks.	*		A/I
13	Commitment to maintaining a clean and organised work area.	*		A/I

(Assessment Criteria: A=Application Form I=Interview, P=Presentation, T=Test)

HOW TO APPLY

For more information regarding the role, please see the full Job Description & Person Specification [here](#) as well as a guide on how to strengthen your application for Edge Hill Students' Union.

To apply for this role, please complete the application form on our website and email it to: **SUPeople@edgehill.ac.uk**

If you have any questions about the process or would like to speak to someone about the role itself, please reach out to **Ryan Thomas**, Business Development Manager on **SUCommercial@edgehill.ac.uk**





OUR COMMITMENT TO INCLUSION

Our objective is to build an organisational culture that thrives on the contributions of our talented workforce, their innovative ideas, extensive knowledge, unwavering dedication and strong enthusiasm. We make efforts to attract talented individuals and make significant investments in every stage of their employment journey.

We actively celebrate difference, and respect everyone's individuality and identity. We welcome applications from candidates; irrespective of age, disability, gender, marriage or civil partnership, race, religion or belief, pregnancy and maternity, sex or sexual orientation.

Our commitment is to create an inclusive, equal, diverse and fair workforce, which we believe represents the people here at Edge Hill Students' Union.