

# Job Description & Person Specification



## Job Description & Person Specification

|                         |   |
|-------------------------|---|
| <b>Job title:</b>       | Merchandise Trading and Operations Manager (9 Months Maternity Cover).  |
| <b>Reports to:</b>      | Deputy Chief Executive (Operations and Services).   |
| <b>Responsible for:</b> | 1 x Coordinator and a team of student staff.  |
| <b>Working hours:</b>   | 35 hours per week.  |
| <b>Salary band:</b>     | <b>Band 5</b>   |
| <b>Salary:</b>          | <b>£40,747.82</b>   |
| <b>Location:</b>        | <p>This role will be based across six UAL central London campuses, mainly at High Holborn, Stratford, King's Cross, or Elephant and Castle (including moving between campuses).</p> <p>The post holder is expected to work on campus 4 days a week.</p> |
| <b>Last reviewed:</b>   | <b>24/02/2026</b>   |

## JOB PURPOSE

- To manage the development of the Students' Union's merchandise retail operation
- To manage the provision of the central operational services

## KEY RESPONSIBILITIES

Indicative time allocation across the contract term (varies across the year, with peaks around Welcome and Graduation; delivery logistics supported by the Coordinator):

- Retail – 65%
- Front of House – 10%
- Central Operational Services – 10%
- Office Management – 5%
- Leading a high-performing team – 10%

### 1. Retail

- Manage sales and merchandise offer.
- Monitor stock levels and place orders of SU merchandise while staying within Budget.
- Responsible for fulfilment and general operations behind merchandise orders.
- Responsible for the strategic development of the merchandise offer of the organisation, including trend analysis and product development.
- Manage the planning and delivery of key retail trading moments, including graduations, Welcome and pop-ups, ensuring appropriate stock availability, merchandising, fulfilment, and customer experience.
- Manage retail systems and reporting to ensure effective administration, controls and insight (e.g. POS / MSL processes, customer collections/deliveries, stock reporting).
- Manage the development and delivery of limited-edition and new product lines, including commissioning, product development, and collaboration with students/partners to support sustainable relevant ranges.
- Work in conjunction with the Communications team to promote the SU shop and maximise visibility of the merchandise offer across SU channels and physical sites.

- Maintain consistent visual merchandising across SU sites, ensuring displays and stock presentation are up-to-date and aligned with the merchandise offer.

## **2. Front of House**

- Ensure a high level of customer service from all Front of House locations.
- Manage the provision of relevant information on Students' Union services and signposting to university information, both in person and online.
- Ensure the relevant training and information are available to enable them to conduct their duties.

## **3. Central Operational Services**

- Provide operational support for Union-wide activities and processes, including but not limited to Welcome Fair, purchases, Insurance Schedule, Policy Register, and H&S processes.
- Maintain the up-to-date, clear and understandable digital storage and communication of relevant central staff resources.
- Manage insurance administration and renewals, including maintaining asset lists, requesting ad-hoc cover where required, and ensuring certificates and records are up to date and accessible.
- Manage routine financial administration linked to retail and central services, including reconciliation of relevant transactions and maintaining accurate records in line with SU processes.

## **4. Office Management**

- In conjunction with the Deputy CEO (Operations and Services), take responsibility for the Health and Safety of office environments in line with the SU and the university H&S Policies.
- Provide and manage a central record of H&S near misses, incidents, and accidents in conjunction with other members of the management team.
- Manage relevant lines of the Central Services budget.
- Ensure key Health and Safety reporting and committee schedules are maintained, including incident/near-miss reporting, staff induction, and participation in relevant meetings in line with SU and university processes.

## **5. Leading a high-performing team**

- Provide leadership, strategic direction, and day-to-day operational management of the Central Service team; motivating, supporting and developing team members to ensure that they have the necessary skills and knowledge for their roles as well as manage performance.
- Identify the need for, recruit and manage student staff as necessary.
- Be accountable for the team's outputs.
- Provide support to the staff and officer team, helping and equipping them to be knowledgeable and informed representatives.
- Provide day-to-day operational management and development for the coordinator, including 1-2-1s, performance review, objective setting, and oversight of front-of-house delivery through the team of student staff.

### **General Duties:**

In addition, all staff have the following general duties in their job descriptions:

- To deliver and develop targets outlined in the Union's strategic plan.
- To contribute and assist in the Union's planning processes and the review of its performance and systems.
- Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
- To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies, including equality of opportunity.
- To undertake your own administrative duties.
- Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
- To take ownership of their Induction, Personal Development, their role within Departmental Meetings, and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students' Union.
- A condition of employment is that all staff are expected to assist with key events throughout the year, e.g. Fresher's and Welcome festivals, and any other key event, including elections, if necessary. Staff are expected to

portray a positive image of the Students' Union, both internally and externally by displaying high standards of service, integrity, punctuality, politeness and professionalism.

- Where you are required to work with volunteers, you must support and manage them appropriately in line with the Students' Union volunteer policy
- Environmental consideration and environmental best practice are the responsibility of all Students' Union staff.
- Any other tasks that would be deemed suitable within this role, as directed by the line manager.

## Person Specification

|     | <b>CRITERIA</b>  | <b>COMPETENCY</b>                                    | <b>Assessment Type: Application (A), Interview (I), Task/Presentation (T/P)</b> |
|-----|--|--|---|
|     | <b>Knowledge</b>   |  |   |
| 1.1 | Knowledge of current office related Health and Safety procedures.  | Job related knowledge.                               | <b>A / I</b>  |
| 1.2 | Knowledge of best practice in customer service.  | Job related knowledge.                               | <b>A / I</b>  |
| 1.3 | Knowledge in merchandise and retail trends.  | Job related knowledge.                               | <b>A / I / T/P</b>  |
| 1.4 | Knowledge of project management processes.   | Continual Improvement and Seeing the Bigger Picture. | <b>A / I / T/P</b>  |
|     | <b>Skills</b>  |  |   |
| 2.1 | The ability to create and maintain strong working relationships across various stakeholder groups.           | Communication.                                       | <b>I / T/P</b>  |
| 2.2 | The ability to lead and work effectively in a team.  | Teamwork.  | <b>I</b>  |
| 2.3 | Ability to exercise absolute discretion and confidentiality in all aspects of the role.                      | Communication.                                       | <b>I</b>  |
| 2.4 | Excellent communication skills, verbal and written.  | Communication.                                       | <b>A / I / T/P</b>  |
| 2.5 | Flexible and hardworking with a proactive style willing to collaborate with others.                          | Teamwork.  | <b>I</b>  |
| 2.6 | Approachable nature, with the ability to relate to a variety of audiences in an appropriate manner.          | Communication.                                       | <b>I</b>  |
|     | <b>Behaviours</b>  |  |   |
| 3.1 | Outcome-focused, with a track record of delivering results against targets, deadlines and service standards. | Results focused.                                     | <b>A / I / T/P</b>  |

|     |  |                  |                    |
|-----|--|------------------|--------------------|
| 3.2 | Commercially aware and data-informed, using insight to improve retail performance, stock availability and customer experience. | Results focused. | <b>I / T/P</b>     |
| 3.4 | Takes ownership and drives delivery, prioritising effectively and following through to completion during peak periods.         | Results focused. | <b>A / I / T/P</b> |
| 3.5 | An eye for detail with a systematic approach to work plus the ability to produce accurate work when under pressure.            | Results focused. | <b>I / T/P</b>     |
| 3.6 | A commitment to the principle and practices of equity, diversity and inclusion.  | Inclusivity.     | <b>A / I</b>       |
| 3.7 | Able and willing to actively demonstrate Arts SU values.   | Accountability.  | <b>A / I</b>       |