



School of Health and Medical Sciences

Student Union

Student Union Shop Supervisor

Ref: 859-25-R

JOB DESCRIPTION

Post Title	Student Union Shop Supervisor
Grade	CSG 2
Contract type	Permanent
Responsible to	Shop Manager /Deputy Manager
Responsible for	Causal Student Staff
Liaises with	Student Union community, Suppliers, Nus

Overall purpose of job

The shop at City St George's SU Shop is one of the outlets of the City St George's Student Union trading Ltd. Serving students and staff of the University as well a hospital staff and visitors'. The shop operates on a commercial, profit generated basis however all surpluses are retained by the student union to support students welfare and activities.

The shop is located on the ground floor of Hunter wing in the main foyer of the university and stocks a wide varieties of stationary, confectionary, sandwiches, drinks, snacks and convenient foods.

The role is responsible for the efficient operations of the student union shop by supervising staff, maintaining excellent customer service and standards. Ensuring the smooth running of all retail activities and stock management.



1. Main Duties and Responsibilities

- *Supervise the day- to- day running of the SU shop, ensuring it operates smoothly and efficiently.*
- *Open and close the shop, including cash handling, till reconciliations and securing the premises.*
- *Delegate tasks effectively to ensure coverage across customer service, stock replenishment and deliveries.*
- *Oversee casual student staff and providing guidance, support and training as required.*
- Overall responsibility for placing orders and ensuring that they are appropriately recorded on the Epos Now system
- Ensuring that product placement is appropriate within the store, and that NUS planograms are followed where possible

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It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to [the San Francisco Declaration on Research Assessment \(DORA\) principles](#).

2. Special Factors

Flexible working Patterns early mornings, evening and weekends to meet operational needs including during exams periods or special union events.

Term-Time Peaks: Workload may vary throughout the academic year with Particularly busy periods at the start of term and during events. The post holder will be responsible for secure handling and reconciliation of cash and card transactions



Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	<i>Degree in</i>	E	PQ/AF
	<i>Professional qualification.....</i>	E	PQ/AF
Experience	<i>Experience of work with children with disabilities and their families</i>	E	SS1, INT
	<i>Experience of work with autistic children</i>	D	SS2, INT
Knowledge/ Skills	<i>The ability to carry out psychometric and language tests</i>	E	SS3, INT
	<i>Excellent communication and interpersonal skills</i>	E	SS4, INT
	<i>Competent use of Microsoft Office tools, specifically Excel and Word.</i>	E	ST
Personal Attributes	<i>Flexible</i>	E	INT
	<i>Empathetic</i>	E	INT
	<i>Enthusiastic</i>	E	INT
	<i>Committed to embedding practices which embrace diversity and promote equality of opportunity</i>	E	SS5 INT
	<i>Committed to Continuing Professional Development (CPD)</i>	E	INT

Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,
 SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.



Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore applicants should complete both sections as fully as possible on the online application form.

3. Organisation chart (optional)

To show where the role fits within the department or division.

4. Date

October 2025



About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last [REF \(2021\)](#) 86 per cent of City research was rated as 'world-leading' 4* (40%) and 'internationally excellent' 3* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent'. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.



School of Health and Medical Sciences currently offers a range of employee benefits:

Salary: **£25, 249** pa, (pro-rated for part-time staff). The starting salary range for **CSG 2** is **£25, 249 – £25, 804** and appointment is usually made at the minimum point.

Hours: 17.5 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

Annual leave: 30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

Pension: Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

[Superannuation Arrangements of the University of London \(SAUL\)](#)

[London Pension Fund Authority \(LPFA\)](#)

[Universities Superannuation Scheme \(USS\)](#)

[National Health Services Pension Scheme \(NHSPS\) \(existing members only\)](#)

Flexible working Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

Travel City St George's, University of London offers an interest free season ticket loan and participates in the [Cycle to Work Scheme](#).

Gift Aid If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

Sports and Leisure Facilities Rob Lowe Sports Centre, situated on the St George's Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact [Tooting Leisure Centre](#).

Shops and facilities There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: Nancy Johson njohnson@sgul.ac.uk

Making an application

All applicants are encouraged to apply online at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: Sunday 8 February 2026

Interview date TBC. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference **859-25-R**

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

