University of East Anglia Norwich

ASSISTANT SHOP MANAGER (RETAIL)

Catering/Retail Department

GG741

CANDIDATE BROCHURE





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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university based in Norwich, Norfolk, United Kingdom. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Kerry Searle, Shop Manager via k.searle@uea.ac.uk

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

The Assistant Manager supports the Shop Manager in the day-to-day operation of the retail department, ensuring excellent customer service, effective stock control, strong team performance, and compliance with organisational and legal policies and procedures. The role involves managing retail operations, supporting staff development, driving sales and promotions.

KEY RESPONSIBILITIES

OPERATIONAL DELIVERY

- Manage stock ordering and supplies to ensure appropriate stock levels and seasonal product availability.
- Oversee stock control processes, including deliveries, EPOS accuracy, wastage monitoring, and shrinkage reduction.
- Conduct regular stock checks, investigate discrepancies, and assist with stocktakes.
- Overseeing the maintenance EPOS systems, ensuring correct supplier data, pricing, cost margins, and delivery records – supported by Supervisors who make their own specialist area adjustments.
- Support and promote products, offers, and seasonal ranges through social media platforms.
- Coordinate and implement promotional activities, merchandising, and point-of-sale displays while monitoring sales performance.
- Conduct sales and range reviews to optimise product selection, shelf space allocation, and store layout.
- Working with the manager to monitor Kiosk sales and recommending improvements to maximise revenue.
- Support environmental sustainability initiatives and ethical business practices.
- Act as Duty Manager and key holder when required, including responding to security or alarm-related issues and covering for Senior Supervisors during periods of leave or absence, including occasional evening and weekend work.
- Ensure operational checklists and service standards are maintained.

STAFF MANAGEMENT

- Assist with workforce planning and rota management to maintain adequate staffing levels.
- Support the Shop Manager in supervising and assessing the performance of the Senior Supervisors and retail staff, identifying training and development needs.
- Foster a positive learning culture through coaching, mentoring, and staff development.
- Support the recruitment, onboarding, and training of retail staff in partnership with HR, including conducting Right to Work checks, ensuring visa compliance, and issuing employment contracts to new starters.
- Providing both appreciative and developmental feedback to create a culture of improvement and growth.
- Engaging in meaningful performance, development, career and wellbeing conversations.

HEALTH AND SAFETY AND HYGIENE

- Ensure training compliance for the retail staff on health and safety legislation, policies, and procedures.
- Promote safe working practices and support staff training in health and safety matters, to ensure a safe environment for customers, colleagues, suppliers, and visitors.
- Act as a Senior Fire Warden and First Aider (following appropriate training and certification).

ANY OTHER DUTIES

- Undertake duties and assist with wider organisational events or activities as required.
- Attend mandatory training, staff development sessions, and support cross-departmental initiatives when needed.
- To undertake other tasks and responsibilities compatible with the level and nature of the post as required by the Shop Manager.
- Taking responsibility for managing your own work objectives, professional development, belonging and wellbeing.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Experience of supervising a retail team (E)
- Experience of the EPOS system and retail performance reporting (E)
- Experience of stock control and management (E)
- Experience of retail operations (E)
- Experience in receiving deliveries (E)
- Experience in training staff to receive deliveries (E)
- Good general education, to GCSE level or equivalent (D)
- Experience in maximising sales and achieving/surpassing targets (D)
- Experience of working within a framework of agreed policies, standards and procedures (D)
- Experience of working in a student environment (D)

SKILLS AND KNOWLEDGE

- Excellent oral, written and interpersonal and communication skills with ability to deal face-to-face, via telephone and email with individuals from a variety of backgrounds, cultures and nationalities (E)
- Excellent customer service skills (E)
- Strong organisational skills (E)
- The ability to engage in meaningful performance, development, career and wellbeing conversations (E)
- Effective leadership, team management and coaching skills (E)
- Good analytical and commercial awareness (E)
- Health and Safety understanding and awareness (E)

PERSONAL ATTRIBUTES

- Able to provide both appreciative and developmental feedback to create a culture of improvement and growth (E)
- An understanding of equal opportunities (E)
- An understanding of continuous improvement (E)
- The ability to take responsibility for managing your own work objectives, professional development, belonging and wellbeing (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available from 1 February 2027 on an indefinite full-time basis.

The role holder will be required to work any five days from seven and across the working day covering early mornings and evenings on a roster basis, as the business deems it necessary. The role holder will be required to work in any UEA Catering Services outlet as directed by management.

Salary will be £26,707 to £30,378 per annum derived from a starting hourly rate of £14.1682 on Grade 5 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk

The post is superannuable under the Group Personal Pension and there is an annual leave entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at https://www.uea.ac.uk/about/working-at-uea.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: http://vacancies.uea.ac.uk

The closing date for this role is 11:59pm on **5 December 2026.**

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that interviews will take place on **16 December 2026** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.

ABOUT THE SPORT AND COMMERCIAL SERVICES DIVISION

Our Sport and Commercial Services Division supports the commercial activities of Sport, Accommodation, Retail, Catering and the Nursery across the University of East Anglia. This integrated approach ensures that each department has the same outlook in supporting the UEA Community. The aim of the division is to make the campus an attractive place to live, work and study as well, as well as offering excellent experiences for the local community. The facilities we manage include the multi-purpose Sportspark and uea+sport department, 13 restaurants and cafes across campus, hospitality bookings and delivered catering, shops, student accommodation with award winning architecture, guest accommodation and a lively and inspiring nursery.

Welcome to UEA, and welcome to the Sport and Commercial Services Division!

We are constantly looking at how we can create new, and improve existing services to our customer base which stretches from students and staff to the wider community – all of whom make use of our amazing campus and facilities.

I have been a part of UEA since 2012 and believe in the little differences we can all make to improve services. For that we need the best clear thinkers, team players, but most importantly people that can provide the highest levels of service in all circumstances.

If this is for you then good luck with your application and I'd hope I can be welcoming you to the team soon.

Regards

Phil Steele, Director of Sport and Commercial Services, UEA







ABOUT THE CATERING AND RETAIL DEPARTMENTS

CATERING

From a cappuccino in the Atrium Cafe to premium quality dining at the Sainsbury Centre, there are plenty of options at UEA. We offer a wide range of delicious food and hot and chilled drinks across campus aiming to meet every taste and budget. Our students, staff and visitors can choose from a variety of tasty food and drink in one of our 13 outlets all over campus, using fresh, healthy and nutritious ingredients, ranging from our Fairtrade barista coffee with homemade patisserie to premium quality dining in the Sainsbury Centre.

We also offer professional and quality food and beverage service, delivered campus-wide. Looking to greet your delegates with coffee and a pastry for breakfast? No problem. Need to order in a working lunch for your team? We've got light bites for all tastes. Having a celebration? Let us bake the cake and pop the prosecco. From hot fork buffets, light bite lunches, to traybakes and celebration cakes, we can deliver (and serve!) your event. We can even deliver a gourmet lunch, for those looking for something extra special!

RETAIL

Shop at UEA includes a Post Office, National Lottery, Stationery, Toiletries, Greetings Cards, Meal Deals, Coffee Machine, Fresh Fruit & Veg a Daily Deli with hot food to go and a wide range of groceries and world foods.

The Shop at UEA is open late into the evenings and early mornings with the Night Hatch – a window hatch where our friendly staff will serve you up until 3am.

Eat at BARSU is the food outlet we offer inside BARSU. Stayed with your mates longer than you thought? Share a pizza or some nachos!

We also have a Kiosk outlet in Union House, where you can purchase a wide range of UEA branded clothing and merchandise.

The Shop employs a number of student staff and shifts are available to work alongside your studies so please keep an eye out for any vacancies.







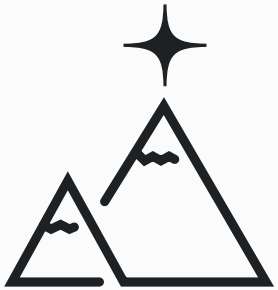


OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- AMBITION
- COLLABORATION
- EMPOWERMENT
- RESPECT



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

Leadership Framework

University of East Anglia Norwich

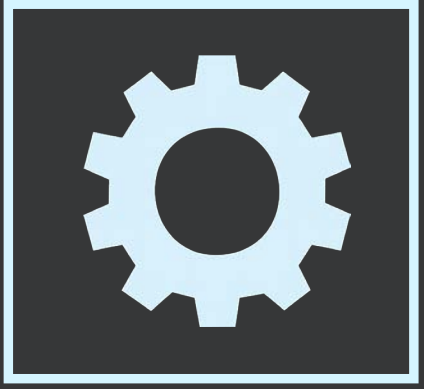
Leading Self
(Take action)

Role model the values
Act with integrity
Own your actions

The leadership practice of leading yourself means role modelling the UEA values, acting with integrity in everything you do and taking responsibility for your actions.

Leading Self involves being accountable for your professional development; that may include development that supports you with performance in your current role or looks at developing skills that prepare you for future opportunities.

Leadership approach – Values Based



Leading Others
(Inspire the team)

Engage the team
Empower, coach and develop
Create a feedback culture

The leadership practice of leading others means, inspiring, engaging and motivating other individuals (or a team) to work cohesively and to perform well.

Leading Others involves being accountable for the direction, development, encouragement, support and performance of other people. This may mean you are responsible for leading others through developmental and/or transitional change.

Leadership approach – Developmental



Leading The University
(Imagine future success)

Drive strategic development
Be bold
Review and evaluate progress

The leadership practice of leading the university means imagining sustainable future successes for the university and translating that vision into strategic objectives and goals that teams can work collaboratively on delivering.

Leading The University involves being accountable for the strategic direction and development. It requires a clear vision, direction and bold decision making. You may be responsible for leading the University through systemic or transformative change which will involve robust review and evaluation processes.

Leadership approach - Adaptive



ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Sir Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Sir Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the 'three pillars' of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and 'eco' products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on X @SustainableUEA



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office) and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

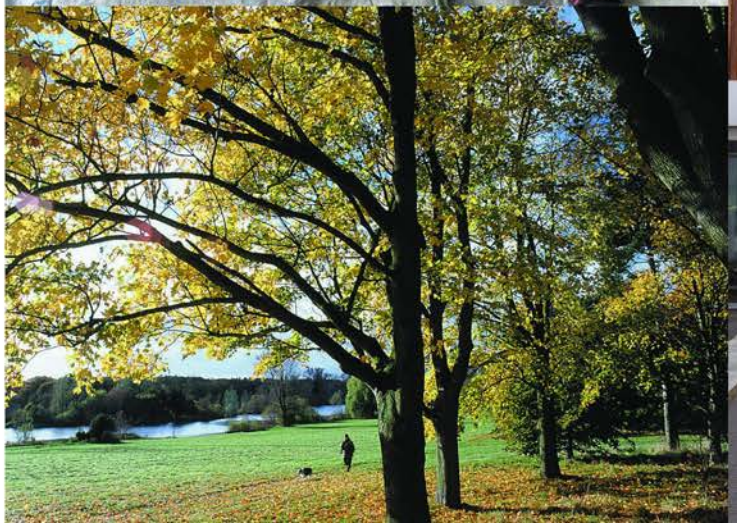
Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.











NORWICH
A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930s parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite https://www.uea.ac.uk/about/working-at-uea. Additional information about living and working in the city of Norwich can be found at https://www.workinnorwich.co.uk/







If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY





LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS
CAMBRIDGE • 1 HR 15 MINS
BIRMINGHAM • 4 HOURS
Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR
CROMER • 45 MINUTES
SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES
STANSTED AIRPORT • 2 HOURS
London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked 26th in the UK (Complete University Guide 2026) and is in the UK Top 25 for research quality (Times Higher Education Rankings 2026) reflecting the international excellence of its research environment. We are in the World Top 60 (QS World Rankings for Sustainability 2025) and the World Top 9th for reduced inequalities (Times Higher Education Impact Rankings 2026). The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we hold an Athena SWAN Silver Institutional Award (since 2019) in recognition of our advancement towards gender equality for all. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our website.



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