



TONBRIDGE
SCHOOL

SHOP ASSISTANT

Fixed Term Contract



JOB DESCRIPTION

Job Title	Shop Assistant – Fixed-Term Contract
Reporting To	Shop Manager
Main Purpose	To provide a professional standard of service to all customers, assist and advise with sales, and undertake various related administrative and practical tasks.

MAIN DUTIES

- To serve and assist customers with sales and enquiries.
- To take telephone sales calls and enquiries.
- To assist with re-stocking of supplies and advising the Shop Manager of any low levels of stock.
- To maintain high standards of presentation in the sales areas, and good order in the stockrooms, including cleanliness and tidiness.
- To accurately process and record all deliveries on the stock management system.
- To undertake general administrative tasks.
- To carry out end of day routines including reconciling monies and sales for the daily banking.
- To prepare and participate in the annual stocktake and any stocktaking as required throughout the year.
- To assist with internal and main window displays when required.
- To attend training courses and CPD as appropriate.
- Undertake any other reasonable duties as required by your Line Manager.

CONFIDENTIALITY

The successful candidate must maintain the confidentiality of information regarding the School, its staff and its business. Information must not be communicated to other persons in or outside the School except in the recognised course of their duties.

CHILD PROTECTION

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he or she is responsible, or with whom he or she comes into contact will be to adhere to and always ensure compliance with the School's Safeguarding and Child Protection Policy. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School he or she must report their concerns to the Designated Safeguarding Lead or to the Headmaster.

PERSON SPECIFICATION

Experience And Qualifications

- Previous retail experience would be a distinct advantage.
- An understanding of retail procedures including payment transactions and stock taking.
- Experience of working with EPOS, stock management or retail systems; familiarity with online retail platforms or digital ordering systems would be advantageous.

Skills And Abilities

- Excellent verbal and written communication skills with an ability to deliver exceptional customer service to a wide range of people including School staff, boys, parents, and external agencies in a professional and friendly manner.
- Fully computer literate and confident with various computer systems (Microsoft Office, OneDrive, Teams, Firefly etc.).
- Ability to multitask and prioritise tasks to cope with the multifaceted nature of the job, work under pressure and achieve deadlines.

Personal Attributes

- Commitment to excellence, and strong attention to detail and accuracy.

- Well-organised, methodical, and professional approach with the ability to show calmness under pressure.
- A helpful, friendly and welcoming manner.
- A proactive and 'can do' attitude with a positive outlook.
- Team player with willingness to support others in their roles.
- Self-motivated with the ability to work on own initiative.
- Reliable, honest and trustworthy.

HOURS OF WORK

Applicants must be able to fulfil all working weeks and days, including Saturdays, of the fixed-term contract:

- **Contract start date: w/c 20 April.**
- **Nominated Summer holiday weeks: the Shop will be closed from 6 to 12 July (1 week) and from 31 July to 16 August (2week).**
- **Contract end date: w/c 1 September.**

Term-time opening hours:

Monday, Tuesday and Wednesday: 9.15am to 4.30pm with a one-hour unpaid lunch break.

Alternate Saturdays: 8.45am to 2.00pm.

Summer opening hours:

13 to 30 July and 17 August to 5 September (closed 31 August)

Monday to Thursday, 8.30am to 5.30pm with a 30 minutes' unpaid lunch break.

REMUNERATION AND BENEFITS

Competitive hourly rate dependant on qualifications, skills and experience.

Generous benefits package including:

- Pension scheme
- CPD opportunities
- Refreshments and lunch provided free of cost during term time
- Staff fee remission
- Staff car parking
- Subsidised Sports Centre membership (staff rates)
- Subsidised EMF Theatre tickets (selected performances)
- Membership of the School Library

Tonbridge School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to any post, including checks with past employers and the Disclosure and Barring Service.

APPLICATION PROCESS

SUBMITTING AN APPLICATION

Full details and an application pack may be found at <http://www.tonbridge-school.co.uk/jobs>

Apply via our online application form or, send your completed application form to:

hrdept@tonbridge-school.org **01732 365555**

Closing Date: Friday 20 March 2026 at 10am

We reserve the right to interview and appoint prior to the closing date for applications, so early applications are encouraged.

**TONBRIDGE
ONLY CONNECT**

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hrdept@tonbridge-school.org

TONBRIDGE-SCHOOL.CO.UK

Tonbridge School is a registered charity No. 1097977

The information contained in the brochure is accurate at the time of going to press