

Mystery Shopper JOB DESCRIPTION

Job Title:	Mystery Shopper, YUSU CS University of York
Responsible to:	Business Administration Officer, YUSU Commercial Services Ops Manager
Strategic Relationships:	Retail Department staff, YUSU Commercial Services staff, YUSU charity staff, suppliers and university support staff.
Hours of work:	Adhoc.
Purpose of the post:	The purpose of the post is to help YUSU CS bench mark levels of Customer Service across all outlets. In order to make improvements and give the necessary recognition to team members.

Duties and Responsibilities

1.0

- Imitate a genuine customer to ensure that each venue is treated in a fair manner and to ensure expectations are met.
- To carry out each individual venues report thoroughly. In an efficient and timely manner. This will involve visiting each venue at an allocated time and following specific instructions to enable you to fill in the report for the venue.
- Carry out each mystery shop following the guide lines set.
- Retain all receipts for goods and services rendered.

2.0 **Health & Safety and National Legislation**

- To ensure that YUSU Health and Safety policy, in line with the university code of best practice, is adhered to at all times.
- To ensure that YUSU are abiding by national licensing regulations and standards, including corporate social responsibility.

3.0 Other Duties

- To attend training on the areas to be reviewed by the mystery shopper.
- To ensure that all reports content is treated and remains confidential.
- To complete the visits and reports in a timely fashion.
- To attend any meetings required by the Business Administration Officer.

Training

It is expected that the post-holder will be offered the opportunity to participate in training that is relevant to his/her duties.

Qualifications				
GCSE Maths or equivalent		X		X
Experience				
Experience of working in a busy, customer-focused organisation	X		X	X
Demonstrable experience of providing excellent customer care	X		X	X
Experience in handling fresh foods/hot food/delicatessen		X		X
Experience of cash handling		X		X
Experience of working in a FMCG(Fast Moving Consumer Goods) Environment	X			X
Knowledge				
Best practice with regard to stock management and cash security		X		X
An understanding of the importance of Health and Safety and its practical implementation		X		X
An understanding of Student Union		X	X	X
Working knowledge of Retail trends with particular reference to convenience retailing		X	X	X
Skills and Abilities				
Ability to operate in a busy environment, with the skills to develop productive relationships with a range of stakeholders	X		X	
Excellent communication skills, with the ability to relate to people at all levels	X		X	
Sound judgement and ability to handle competing priorities	X		X	
A confident and resourceful individual who can operate in a challenging environment	X		X	
Values, Attitudes and Personal style				

Evidence of commitment to continuing personal and professional development	X		X	
Commitment to equality of opportunity who values diversity and removes barriers to equality	X		X	
Commitment to high standards of customer care	X		X	
A strong commitment to work in a democratic and student led environment	X		X	
Flexibility and an adaptable approach to work requirements	X		X	
Someone who is positive, enthusiastic, determined and resilient enough to cope with the demands of the role with minimal supervising	X		X	

This job description does not form part of your contract of employment.

January 2016