

School Shop Assistant (Permanent, Part Time – 0.38 FTE, Full year)

Whitgift is a leading independent day and boarding school for boys, with approximately 1500 pupils including over one hundred boarding pupils and flexi boarding pupils. It is set in an attractive 48-acre parkland site in South Croydon enjoying excellent links to London, Surrey and the south coast.

OUTLINE OF POST:

We are seeking to appoint a friendly, organised and customer-focused **School Shop Assistant** to support the day-to-day operations of our busy School Shop. This is an ideal role for someone who enjoys working with families, providing excellent service, and taking pride in maintaining high shop standards.

The School Shop Assistant will help ensure the shop is welcoming, well-presented and efficiently run. You will support parents, students and visitors, manage uniform fittings, handle stock accurately, and contribute to the professional operation of all shop activities.

This post reports to the School Shop Manager.

MAIN DUTIES AND RESPONSIBILITIES:

Customer Service & Front-of-House

- Provide excellent customer service in person, over the phone and via email
- Carry out school uniform fittings for current and prospective students
- Present a professional, polite and welcoming environment at all times

Shop Operations

- Assist with opening and closing the shop, including cashing up and reconciliation tasks
- Maintain high standards of presentation, tidiness and safety across all shop areas
- Prepare attractive product displays to support sales

Stock Management

- Complete regular stock spot-checks and assist with the unpacking, checking and entering of new stock
- Support the annual stock take each September
- Use the digital till system confidently following training

Additional Responsibilities

- Assist with lost property and the sale of second-hand uniform
- Support the School Shop Manager by handling enquiries (emails and phone calls) and visitors when required
- Uphold all Health & Safety procedures in line with school policy and current legislation

PERSONAL RESPONSIBILITIES

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The John Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff and volunteers to share this commitment.

To comply with the Whitgift Equal Opportunities policy and to ensure positive relationships are upheld within the school community, through effective communication, in line with professional norms.

PERFORMANCE STANDARDS

To ensure that all services within the areas of responsibility are provided in accordance with the school's commitment to high quality service provision.

This job description will usually be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

PERSON SPECIFICATION:

Essential

- A positive, proactive team player with a can-do attitude.
- Excellent customer service skills, including confident interaction with parents and pupils.
- Strong verbal and written communication skills.
- Good attention to detail and accuracy.
- Competent general IT skills.
- Punctual, reliable and smart in appearance.

Desirable

- Experience of working within retail or a school shop.

FURTHER INFORMATION

STAFF BENEFITS

All our staff benefit from a competitive remuneration package, including:

- Pension Scheme (with Life Assurance cover)
- Access to an Employee discount Club
- Discounted school fees for eligible permanent posts within the Foundation Schools
- Access to our onsite gym (select hours) and swimming pool (as available)
- BUPA membership
- Onsite parking, when available
- Lunch is available onsite during term time

CONDITIONS OF SERVICE

This position is offered as a permanent, part-time, full year contract.

The School Shop Assistant will work part time only on Mondays and Tuesdays. The hours are 7.45am to 4.45pm with a one-hour unpaid lunch break. There will be an occasional requirement for flexibility with start and finishing times to meet the needs of the department or for school events throughout the year. Any changes will be mutually agreed in advance with your line manager.

The salary for this post will be up to Point 18 on the John Whitgift Foundation Support Staff Salary Scale, (depending upon the qualifications and experience level of the successful applicant). The full-time equivalent of Point 18 will be **£31,872** gross per annum. The pro rata salary at Point 18 equates to **£12,748.80** (0.38 FTE) gross per annum.

APPLICATION INFORMATION

We welcome applicants from all parts of our community as we aspire to attract staff that matches the social and cultural diversity of our student intake.

To apply, please visit www.whitgift.co.uk/vacancies. For any queries, please telephone 02086889222 or email the Human Resources Department at SchoolHR@whitgift.co.uk

We invite interested candidates to apply as soon as possible as applications will be reviewed on a daily basis, and interviews may take place at any time. This vacancy may close earlier than the stated deadline if sufficient applications are received, so early submission is encouraged.

In line with Home Office requirements under the Immigration, Asylum and Nationality Act 2006, all successful applicants will be required to demonstrate their right to work in the UK by presenting original documents evidencing their identity and eligibility to work in person. Right to work checks may also be completed using the Home Office online right to work checking service (share code).

The School also requires sight of original qualification and professional membership documents as detailed in the application.

Whitgift School (part of the John Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. All applicants will be subject to safer recruitment checks, including child protection screening, checks with past employers, an enhanced Disclosure and Barring Service (DBS) check and appropriate online searches of publicly available information. It is an offence to apply for this role if you are barred from engaging in regulated activity with children.

February 2026