

Community Hub Supervisor

Job Description and Person Specification

Zone	Activity
Reports to	Student Activities & Belonging Coordinator
Hours	Flexible - typically between 3 – 9 hours per week

Purpose of the job

Surrey Students' Union is the sole representative body for University of Surrey students. We represent over 16,000 students at every level of their university experience, led by a team of elected student representatives and a dynamic staff team. The Union's Activity Zone organises and facilitates key Union events and volunteering initiatives that contribute to a sense of belonging on campus, in partnership with the Head of Commercial Operations, Vice President Community, and the wider Community Zone team.

We're looking for friendly, reliable, and proactive Community Hub Supervisors to join our team in running the Community Hub shop floor and support the Community Pantry initiative. You'll help create a welcoming, inclusive, and well-organised space where students can access affordable preloved items, essential supplies, and practical support. You'll be responsible for the day-to-day shop floor operations, provide excellent student service, and make sure the Hub and Pantry run safely and smoothly.

Key Responsibilities

- Open, run, and close the Community hub shop floor in line with agreed procedures.
- Welcome students, answer questions, and provide friendly, respectful support.
- Operate the till and handle payments accurately, following contactless payment procedures.
- Maintain attractive, accessible, and well-stocked displays across the shop floor.
- Receive, sort, assess, price, and rotate donated stock safely and consistently.
- Keep the shop floor, Pantry area, storage spaces and shared facilities clean, organised, and safe.
- Monitor stock levels and flag shortages, excess stock, or supply needs of the Pantry.
- Support the Community Pantry initiative, including receiving deliveries, checking dates, rotating stock, and preparing items for collection.
- Manual handling of stock and donations.

Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
Experience				
Previous experience in retail, customer service, hospitality, volunteering, or another public facing role.	X		X	X
Experience in supervising a shop floor independently or in a small team.		x	x	x
Knowledge				
Understanding of the community Hub and its aims of sustainability and supporting students from the effects of the increasing cost of living crisis.		x	x	
Awareness of confidentiality, dignity, and appropriate boundaries when supporting students.	x		x	x
Skills				
Strong organisation and reliability, with attention to detail (able to follow checklists, timings, and instructions).	x		x	
Confident communication and inter-personal skills and ability to engage with other students and colleagues in person.	x		x	
Ability to work calmly and independently under pressure and adapt to changes on the day.	x		x	
Confidence using a till, digital records, or basic stock systems.		X		X
Values, attitudes and personal style				
Friendly, approachable, and professional; committed to representing Surrey Students' Union positively.	x		x	
Proactive independent attitude (willing to help where needed, take initiative, and ask when unsure).	x		x	