



Merchandise Assistant

We're looking for an energetic and customer-focused Merchandise Assistant to join our on campus SU shop at The Richmond Building. Reporting to the Senior Merchandise Coordinator, you'll provide excellent customer service, assist with sales and merchandising, process online and bespoke orders, and support promotional events across campus including Graduation and Welcome Week. This role is perfect for someone outgoing, proactive, and a great team player who enjoys working in a fast-paced retail environment. Previous experience in retail or customer service is a plus, but full training will be provided. If you're passionate about delivering a great shopping experience and want to be part of a dynamic team, apply now!

What's the job?

Role: Merchandise Assistant

Hours: 21 hours per week in person

Salary: £14,700 (pro-rata at 0.6) starting salary (£24,500 at 1.0 FTE). The grade range for this role is £24,500 to £25,603 FTE and pay can progress annually through the band in line with our pay and reward policy

Contract: 12 months Fixed Term

Closing date: 11 April 2025, 5pm

Who are we?

Part business, part charity, part membership body – Bristol SU is a seriously fun place to work. Our professional staff do something extraordinary every day: we support student leaders to give people a voice in their education, help people get the most out of their student experience and help people make the change they want in the world. We have over 26,000 members, 400 clubs and societies, a diverse range of professional services, and an innovative strategy that will help to create an inclusive and supportive University community.

What will you bring?

- You'll have experience in customer service, retail, or hospitality, with a passion for creating a great shopping experience.
- You'll be able to engage confidently with customers, work well in a team, and handle busy environments with a positive attitude.
- You know how to manage transactions, assist customers with queries, and keep the store looking its best.
- You're a skilled communicator, problem-solver, and multitasker who thrives in a fast-paced setting.

Why apply?

Because you're excited to make a difference!

We offer lots of great benefits including enhanced pay for parents taking maternity, adoption or shared parental leave, a competitive salary for the non-profit sector, a generous pension scheme and at least 40 days' holiday. We're committed to helping you achieve a healthy work-life balance through flexible working and are open to considering requests for part-time working. We provide professional training so that whatever your chosen field of work, with the right mix of challenge and support, you'll gain fantastic experience, and room to develop and advance your career.

We are proud to have been recognised through numerous accreditations and awards that demonstrate our commitment to creating a positive and supportive culture. We have appeared in the Inclusive Companies top 100 list and have won a number of awards for our commitment to diversity, including best Students' Union. We also won a Third Sector Excellence Award at the 2018 Investors in People Awards. No wonder 87% of our employees would recommend Bristol SU as a great place to work!

Equality, Diversity and Inclusion are central to life at Bristol SU. We approach our work with positivity and celebrate our diverse and unique communities. Our people are proud of our values and care about creating diverse and supportive communities that are inclusive of age, disability, gender, identity, race, religion, sexual orientation and experience.

Bristol SU strives to have an inclusive culture and an environment for all, underpinned by respect and compassion, where everyone feels welcomed, included, supported, valued and safe. Bristol SU recognises that candidates from some backgrounds/ identities may face additional barriers throughout their careers and when applying for new roles across the sector. We are committed to taking positive action to expand the diversity of our staff team by offering two guaranteed interview schemes – a scheme for people of colour and a scheme for disabled people.

Be yourself, be proud of the work you do and build a career in a place that knows different is good.

Key dates

Closing Date: 11 April 2025, 5pm

Please visit our website to download our Applicant pack for more information before submitting your application.

For general enquiries, please contact us at bristolsu-people@bristol.ac.uk.