

### Job Description

<b>Job Title:</b>	School Shop Assistant
<b>Hours of Work:</b>	<p>20 hours per week</p> <p>Term time plus 8 additional weeks</p> <p>6 weeks must be worked during the Summer holidays (essential requirement due to peak trading period)</p> <p>The remaining 2 weeks to be worked as follows: 1 week during October half term and 1 week during Easter holidays.</p> <p>The Summer period is the busiest time of year and includes uniform fittings and sewing support, which are essential parts of this role.</p> <p>Monday 10.30-14.30          Tuesday 13.00-17.00          Wednesday 13.00-17.00          Thursday 13.30-17.30          Friday 13.30-17.30</p>
<b>Department:</b>	School Shop
<b>Job Grade:</b>	7
<b>Accountable to:</b>	School Shop Manager
<b>Number of direct reports:</b>	No direct reports
<b>Budgetary responsibility:</b>	None
<b>Location:</b>	Stowe School
<b>Purpose of the role:</b>	This is a varied and customer focused role split between the School Shop and the busy Tuck Shop. The successful candidate will provide excellent service to pupils, parents, and staff while supporting retail, administrative, and stock management duties.
<b>The Stowe Group</b>	
<p>The Stowe Group of schools (Stowe, Ashfold, Swanbourne House and Winchester House) is situated on four separate sites in Buckinghamshire and Northamptonshire and educates children from 3-18 years. Within The Stowe Group there are more than 1,800 pupils and 800 members of staff. The schools occupy sites of historical significance in Swanbourne, Dorton, Brackley and the world-famous landscape gardens at Stowe, where we work with The National Trust to manage 880 acres and open the grounds to over 200,000 visitors a year. Stowe House is open to the public during the School holidays and for guided tours during term time. The Stowe Group is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. In 2021, The Stowe Group launched its transformational Change Makers vision and Change 100 programme.</p>	
<b>Vision &amp; Ethos</b>	
<p>Stowe stands in the most sublime setting of any school in the world. Historic buildings, landscaped gardens and the very spirit of the Enlightenment sit at the heart of its founding. But, as this remarkable landmark enters its second century as a leading public school, we believe that</p>	

beauty and tradition are not enough: our future vision for the School embraces change, uncertainty and the challenges that will face our pupils not just during their academic careers, but throughout the rest of their lives in a world which is increasingly complex and ambiguous. Within that volatile environment we see our pupils and staff as Change Makers. They will make a lasting impact not only while they are here at Stowe, but, perhaps more importantly, in the wider world. The history of this place, both as a stately home and as a pioneering school remains important to our mission of education, and at the heart of a Stowe education remains intellectual enquiry, academic curiosity and a love of learning. We strive for a balance of rights and responsibilities, equality and inclusion and to treat each pupil and member of staff as an individual. Our vision is inspired by a history of progressive thinking, and has been developed through collaboration with our pupils, parents, teachers, support staff, governors and alumni. Yes, we teach pupils how to excel in exams, but we also teach them how to collaborate, how to solve problems and how to think critically. Stowe is educating a generation of Change Makers ready to transform the world.

The Group's talented and committed workforce is one of our greatest strengths. We are committed to fostering team engagement, attracting, mentoring, developing and retaining our best teachers and support staff. We focus on employee wellbeing, provide opportunities for professional growth and we create a culture of community and partnership.

#### Key Tasks:

This role is varied and not your usual shop assistant role. We require someone who has a professional friendly manner, works well under pressure, computer literate and can work under their own initiative.

#### School Shop Key Task

- Serving pupils and processing payments at the tills
- Restocking shelves and maintaining shop presentation
- Sewing name labels into school uniforms- sewing machine- training will be provided if required
- Fitting new and existing pupils with uniform and sports kits (during summer holidays and throughout the year)
- Conducting stock takes and supporting audit processes
- Handling enquiries from parents and pupils in person, by phone, or email
- Picking and packing online orders
- Completing administrative tasks including pupil charging and filing
- Maintaining a high standard of customer service for parents, staff, pupils, and visitors
- To perform cash duties as required- cash reconciliation and till floats.
- To open and close the Shop when required
- To perform additional tasks as required by the Shop Manager.

#### Tuck Shop Duties

- Serving pupils efficiently during busy periods
- Restocking shelves and maintaining cleanliness
- Working in a fast-paced environment while remaining calm and friendly

#### Skills & Attributes Required

- Professional and friendly manner

- Strong customer service skills
- Ability to work well under pressure in a busy environment
- Good organisational skills
- Computer literate
- Reliable and proactive
- Attention to detail

**Person Specification:** The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form

Attributes	Essential	Desirable
Qualifications		
Specialist Skills and Experience	<ul style="list-style-type: none"> <li>• Customer care skills</li> <li>• Ability to work with young children</li> <li>• Understand the importance of safeguarding pupils</li> <li>• Stock control experience</li> <li>• Strong interpersonal skills</li> <li>• Numerate</li> </ul>	<ul style="list-style-type: none"> <li>• Computer literate</li> <li>• Basic sewing skills</li> <li>• First Aid Training</li> <li>• Health and Safety training</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Polite</li> <li>• Efficient</li> <li>• Ability to work in a fast-paced environment</li> <li>• Ability to multitask</li> <li>• Ability to work as part of a team</li> <li>• Strong use of own initiatives</li> </ul>	

This job description and Person Specification reflects the present requirements of the post and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post holder

**Date Agreed: February 2026**

**Our Values**



**Value scales:**

This value is the least important to the role	This value has some significance to the role	This value is desirable to the role but not essential	This value is important to the role	This value is essential to the role
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

In the role of School Shop Assistant, we are looking for Change Makers who are (please highlight as appropriate):

<b>Professional:</b>	1	2	3	4	5
<b>Creative Problem Solvers:</b>	1	2	3	4	5
<b>Kind:</b>	1	2	3	4	5
<b>Flexible:</b>	1	2	3	4	5
<b>Collaborative:</b>	1	2	3	4	5
<b>Communicator:</b>	1	2	3	4	5