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| Job Title | Retail Sales Team Member |
| Reporting to | Retail Supervisor/Retail Manager |
| Location | Across multiple sites |
| Line Management Responsibility | N/A |
| Main Purpose | As a member of the retail team, you will help to deliver a positive customer in-store experience, providing merchandise information, give excellent customer service and help maintain the stores high standards at all times |
| Working Hours | Part time on a fixed term contract which may include evenings, weekends and bank holidays as required and in line with business needs. |

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| DUTIES & RESPONSIBILITIES | | |
| Your main responsibilities for this role include, but are not limited to the following:   * Participating in the day to day running of the store * Keeping the store and displays clean and tidy.     Operating the till:   * Excellent Customer Service Skills * Understanding the Jonas Sports Till Systems and its back-office procedures * Accurate cash handling * Understanding alternative payment methods * Upselling at the checkout to help the store achieve their KPI targets. * Implementing in-store discounts, offers & promotions accurately. * Follow all cashing up procedures ensuring the till floats and daily sales balance correctly. * Work with store retail team to create a store which is intriguing and inspiring, using creative visual merchandising displays and techniques which help engage with customers and maximize sales.   Receiving deliveries:   * Competently and accurately receive and scan in stock deliveries using the Jonas Sports system to ensure stock levels are 100% accurate across the business. * Stock replenishment on shop floor and stock areas * Assist with daily/weekly stock checks to keep stock levels accurate and meet store KPI’s. * Assist with annual stock audit in line with company procedures.   Always deliver excellent customer service:   * Answer in-coming customer calls quickly, and politely * Excellent product knowledge * Store awareness – always be vigilant. Who is in the store and assist whenever possible? * Ensure any issues regarding the store, staff, or customers to be reported to the store duty manager. * To contribute positively to the Clubs vision and culture * To promote and adhere to the Equality, Diversity and Inclusion Policy and to work consistently to embed ED&I into everything. * To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour. * To fully participate in one-to-ones and departmental reviews and meetings. * To fully participate in annual and mid-term appraisals. * To understand the Club’s Safeguarding policy, procedures and best practice guidelines and use these to ensure appropriate and safe working practices applicable to the role. * To promote and assist with Safeguarding. * To carry out CPD and keep up to date with any training and updates relevant to the role. * To ensure the health & safety within the Club for self and others is adhered to at all times. * To carry out all responsibilities with due regard to the Club values and all policies and procedures, in particular Health & Safety, Equality and Diversity and Safeguarding. * To fully support and participate as requested in the Clubs internal group activities for EDI, sustainability and wellbeing. * To undertake all required training, including mandatory Club Equality and Diversity, Safeguarding and Health and Safety training.   The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands. | | |
| PERSON SPECIFICATION | | |
| Essential Criteria |  | |
| * Excellent interpersonal skills * Teamwork skills * Excellent communication skills both written and verbally. * Highly organised and methodical approach to workload * Confidential and diplomatic * Right to Work in the UK | |  |

**Equality and Diversity**

West Bromwich Albion FC is an equal opportunities employer and is committed to provide equality and fairness for all employees and opposes all forms of unlawful and unfair discrimination and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

West Bromwich Albion Football Club also welcomes applications from suitably qualified members of the armed forces family.

**Applications will only be accepted when received through our online vacancy platform iRecruit:** [**https://irecruit.efl.com/vacancies**](https://irecruit.efl.com/vacancies)

**Safer Recruitment**

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expects all staff and volunteers to share this commitment.

WBA’s Safeguarding, Equality and Whistleblowing policies can be accessed here <https://www.wba.co.uk/club/about-us/club-policies>

It is unlawful for the Club to employ anyone who is involved with regulated activity who is barred from doing so and we will carry out rigorous pre-employment checks and screening.

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| **Signed** | **Name** | **Date** |
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