

TRFC – JOB DESCRIPTION



Job Title	Casual Retail Assistant
Department	Retail
Based at:	Prenton Park
Reports to:	Retail & ticketing Manager
Responsible for:	N/A
Hours of work:	Matchdays, Ad Hoc, Casual
Hourly Rate:	NMW for age range
Contracted status:	Casual
Job role:	To assist in all areas of the retail store including Club Shop, Reception and Ticket Office.
Duties and responsibilities	<ul style="list-style-type: none"> • To carry out day to day operations of the retail business • To control stock levels and inform the Retail Manager of low stock, non-moving stock and high demand stock. • To carry out regular stock takes and prevent stock losses • To complete online orders for both retail and ticketing • To ensure ticket sales are kept accurate • To greet customers and visitors to the Club • To cover phone calls for retail and for reception • Liaise with opposition Clubs on ticket requirements and enquiries • Complete accurate match returns • Produce matchday car park in conjunction with other sponsors and guest requests and wheelchair lists • Maintain cleanliness and safety of the retail store including (but not limited to) staff areas such as stockroom, staff room and kitchen area. • Other duties as directed by the Retail Manager
Skills and knowledge required:	<ul style="list-style-type: none"> • Communication skills • Experience of working under pressure including managing a workload at busy times • Developing an understanding of customer needs • Professional and friendly manner • Clean and presentable attire • Computer literate • Organised and efficient • Knowledge of GDPR legislation • Ability to problem solve
DBS check required:	None required

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The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the business.

How to apply

To apply, please email your CV and covering letter or an expression of interest form to recruitment@tranmererovers.co.uk

Equality and Diversity

Tranmere Rovers FC is committed to the principle of equal opportunity in employment and its employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.

Safer Recruitment

Tranmere Rovers FC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. The successful applicant will be required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK.