|  |  |
| --- | --- |
| DWP Bid Unique Identifier |  |
|  |  |
| Job Placement title | Retail Assistant |

|  |
| --- |
| Job Placement summary |
| Job role: To assist in all areas of the retail store including Club Shop, Reception and Ticket Office  Responsible to & directed by: Retail Manager  Liaison with: Other retail assistants, other departments and opposition clubs.  Responsible for: Casual Staff  Main duties:  •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  •Process requests for scout tickets and other sponsorship or ticket requirements as approved by the Retail Manager  •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.  •Train new staff on all necessary equipment and monitor safety of all staff, customers and visitors in the retail area.  •Suggest merchandise ideas and visual marketing to promote retail sales  •Monitor and organise casual staff rota as directed by the Retail Manager  •Ensure completion and delivery of daily banking to accounts. Investigate and inaccuracies and report them to the appropriate channel.  •Other duties as directed by the Retail Manager |

|  |  |
| --- | --- |
| Essential skills, experience and qualifications | Essential requirements for the post:   * Professional and friendly manner * Clean and presentable attire * Computer literate * Organised and efficient * Basic knowledge of Microsoft Office * Strong knowledge of GDPR legislation |
|  |  |
| Job category (DWP use only) |  |
|  |  |
| Number of hours per week | 25 hours PW |
|  |  |
| Working pattern and contracted hours (including any shift patterns) | 5 Hours per day totalling 25 hours per week  Possible weekend work on rota |
|  |  |
| Hourly rate of pay | National Minimum Wage for age |

|  |
| --- |
| Details of employability support (training opportunities/mentor) |
| We have delivered the Intermediate labour market programme and managed from start to end- including recruitment, performance management and progression.  The programme is aimed at young people aged between 16-24. At Tranmere Rovers we will provide a dedicated member of staff to support and job coach the candidate within their role. The support will be on a one-to-one basis assisting the young person into gaining important life skills such as work experience in a real working environment, CV improvements and preparation for future job interviews as well as may others. The support will be provided from day one up to the young person’s completion date spending around one full day per week with them asking to complete a work/support journal to show progression. I will be the person supporting the young people throughout their time with us at Tranmere Rovers Football Club. Progress reports will be provided to all young people to complete at the end of every month so that we’re able to provide them with suitable support. This will also allow us to act upon any feedback they may have. If the role cannot be extended we will ensure to support the young person in securing employment based on the skills they have gained. |

|  |  |
| --- | --- |
| Company name | Tranmere Rovers Football Club Limited |
|  |  |
| Closing date for applications | 11th January 2021 |

|  |
| --- |
| Using the table on the next page please provide details for each Job Placement by location. |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Employer Job Placement reference (where applicable) | Job Placement location and address (including post code) | Contact details for the Job Placement  Name  Email address  Telephone | How to apply for the Job Placement | Number of Job Placements at location | Maximum number of referrals per Job Placement | Is public transport available? Yes/ No/ Don't know | Anticipated start date/s (if known) |
|  | Tranmere Rovers FC  Prenton Park  Prenton Road West  Birkenhead  CH42 9PY | Ellis Parr  HR & Compliance  07528570042  [ellisp@tranmererovers.co.uk](mailto:ellisp@tranmererovers.co.uk) | Apply by sending CV. Covering letter is optional | 1 | 4 | YES | ASAP |