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**NATIONAL FOOTBALL MUSEUM**

**JOB DESCRIPTION**

**DEPARTMENT:** Retail

**JOB TITLE:**  Retail Sales Assistant (Fixed Term Summer)

**REPORTS TO:** Retail Manager

**JOB PURPOSE**

To maximise your personal sales and those of the museum shop and other retail events and activities. You are to support the retail team by maintaining high commercial and presentation standards and contribute significantly to the overall running of the retail sections of the museum.

**MAIN AREAS OF RESPONSIBILITY**

**Provide outstanding customer service to every customer:**

* Treat each customer with dignity and respect, always putting the customer before anything else.
* Understand how to prioritise in a fast paced and high-volume shop, ensuring that all customers are acknowledged.
* Engage positively with customers in the retail shop areas.
* Discover the needs of your customer in an appropriate, non-pushy manner.
* Comply with all service standards, including maintaining your personal appearance to the highest standards.
* Maintain exceptional standards of visual merchandising, stock availability and cleanliness of all areas at all times.
* Achieve and maintain appropriate knowledge of all products, services, systems and football related issues.
* Resolve customer queries and complaints.

**Operate in a sales culture:**

* Demonstrate product knowledge and selling skills to find suitable items that match customer’s needs.
* Offer additional products and services, such as club related products, match tickets, future events and gift vouchers.
* Use selling techniques, make recommendations and ask for the sale.
* Be aware of customers who may be waiting and close each transaction skilfully and in a timely manner.
* Leave the customer with a positive lasting impression and encourage a return visit.
* Respond positively to all coaching and training in new skills or initiatives.

**Have a genuine interest and knowledge of the Museum’s products and services:**

* Maintain an up to date awareness of all product ranges, including new lines.
* Be involved in and promote the museum and any current or forthcoming events.
* Analyse sales reports as required, paying close attention to fast selling lines.
* Maintain a satisfactory knowledge of football related issues.

**Work closely with the Retail Management team and colleagues:**

* Be aware of the key elements of the retail strategy.
* Handle merchandise deliveries and replenish stock to maintain a full and clean retail environment at all times.
* Carry out visual merchandising changes and promotions in a timely manner.
* Carry out regular stock counts as required and maintain exceptional standards of reserve stock management.
* Receive and share any customer feedback with the retail management team.
* Accurately complete and maintain administration and filing, as required.
* Assist in the induction, training and coaching of other colleagues as requested by the retail management team.
* Ensure that the shop and all retail areas are of the highest standard of cleanliness, tidiness and order.

**Financial Responsibilities:**

* Cash up tills and reconcile with daily sales as required.

**Health & Safety/Security:**

* Ensure that you are aware of all museum policies and procedures.
* Ensure that you comply with all statutory requirements including the HASAW Act 1974.
* Ensure that you comply fully with museum security and audit policies and procedures.
* Ensure that you are aware of and comply with all retail operating instructions and updates.
* Effectively use all company systems and communication channels and attend meetings as required.
* Maintain security of stock and keys.

**Other:**

* Promote the National Football Museum’s ideal and brands.
* Work within other departments of the National Football Museum, deputising for other colleagues and working out of normal hours as required.
* Fulfil on occasions, other reasonable duties which may be required to be undertaken in other departments of the National Football Museum in order to meet business and customer needs.
* Develop good working relationships with external contractors.
* Welcome and facilitate business and organisational changes.

**PERFORMANCE MEASURES**

**A wide range of responsibilities will be measured through KPIs and achieved by:**

* Providing outstanding customer service to every customer, irrespective of the nature of their needs.
* Operating in a sales culture that recognises the individuality of each customer and upholds the values of the National Football Museum.
* Having a genuine interest and knowledge of the Museum’s products and services.
* Working closely with the Retail Management team and colleagues to improve business profitability and provide a supporting role in the delivery of the retail strategy.
* Consistently comply with the Museum policies, procedures and processes.

**PERSON SPECIFICATION**

**The successful candidate will be able to demonstrate:**

* Experience in a customer focused environment.
* A genuine interest in people.
* Confident, positive and a happy disposition.
* Organised, structured and self-motivated.
* IT competent.
* High personal standards.

**The following would be advantageous:**

* Previous retail experience.
* Football knowledge.

**CONTRACT HOURS**

Zero hour contract and fixed term available

**Salary / Rate of Pay**

£8.75 hour -Living Wage

