



JOB DESCRIPTION			
<b>Job title:</b>	Retail Sales Assistant	<b>Contractual status:</b>	Zero hours. Fixed term to 31 <sup>st</sup> January 2022
<b>Hours of work:</b>	Casual: flexible.	<b>Salary:</b>	Competitive.
<b>Location:</b>	Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX	<b>Reporting to:</b>	Head of Retail.

Roles and Responsibilities:
<ul style="list-style-type: none"> <li>• Serving all visitors to our club shop.</li> <li>• Provide excellent customer service and support to all customers and fans.</li> <li>• Maintaining high standards on the shopfloor at all times.</li> <li>• Actioning shirt personalisation.</li> <li>• Assisting in the picking and dispatch of online orders.</li> <li>• Replenishing stock when required.</li> <li>• To be able to work flexible hours where the role of the job requires.</li> <li>• Comply with all Club policies.</li> <li>• Promote the Burnley FC brand and ethos in a professional, strong, and positive manner.</li> <li>• Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.</li> <li>• A commitment to equality and diversity in the workplace.</li> <li>• Willingness to attend training courses to enhance own professional development.</li> <li>• Always demonstrate the Club's values.</li> <li>• This job description is issued as a guideline to assist you in your duties and is not exhaustive. You may, on occasions, be required to undertake additional or other duties within the context of this job description.</li> </ul>



PERSON SPECIFICATION		
CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> <li>A positive attitude towards professional development and their own learning.</li> </ul>	<ul style="list-style-type: none"> <li>A positive attitude towards professional development and their own learning.</li> </ul>
EXPERIENCE & SKILLS	<ul style="list-style-type: none"> <li>Prior experience of providing customer service.</li> <li>Prior experience of working in retail.</li> <li>Excellent customer service and communication skills.</li> </ul>	
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>Flexible, helpful, and responsive.</li> <li>A friendly, positive 'can do' and courteous attitude.</li> <li>Ability to work within a team and foster good working relationships.</li> <li>A commitment to the aims, vision, and values of Burnley FC.</li> <li>Highly motivated, determined, and conscientious.</li> <li>Enthusiasm, energy, and resilience.</li> </ul>	<ul style="list-style-type: none"> <li>Passion for football.</li> </ul>