



JOB DESCRIPTION			
Job title:	Retail Sales Assistant	Contractual status:	Zero hours
Hours of work:	Casual: flexible hours available	Salary:	Competitive
Location:	Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX	Reporting to:	Head of Retail

Job Summary:

Provide an excellent customer experience to all customers in Burnley Football Club's shop.

Roles and Responsibilities:

- Serving all visitors to our club shop.
- Provide excellent customer service and support to all customers and fans.
- Maintaining high standards on the shopfloor at all times.
- Actioning shirt personalisation.
- Assisting in the picking and dispatch of online orders.
- Replenishing stock when required.
- To be able to work flexible hours where the role of the job requires.
- To work towards agreed objectives.
- Comply with all Club policies.
- Promote the Burnley FC brand and ethos in a professional, strong, and positive manner.
- Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.
- Hold a commitment to equality and diversity in the workplace.
- Willingness to attend training courses to enhance own professional development.
- Always demonstrate the Club's values.
- 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.



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