

Job Description

Event Merchandise Assistant



JOB DESCRIPTION	
Job Title	Event Merchandise Assistant
Salary	£8.07 per hour inclusive of holiday pay
Location	Principality Stadium, Cardiff
Hours of work	Dependent on event
Responsible to	Event Manager
Responsible for	Ensuring the smooth running of retail operation throughout events held at the Stadium.
Contractual Status	Casual
Role Summary	To plan and carry out sales activities, so as to maintain and develop sales of the WRU merchandise in accordance with agreed sales strategy and targets. To support the Event Manager on event days
Key Relationships	<ul style="list-style-type: none"> • Event Manager • Retail Store Manager • Retail and Licensing Manager
Key Responsibilities, Tasks and Activities	<ul style="list-style-type: none"> • Undertake retail and customer service activities • Manage cash and payment systems in accordance with company procedures and policies, at all times with staff and customer safety as the uppermost priority. • Support with the planning and implementing of retail unit merchandising • Ensuring that all areas are tidy and presentable at the beginning at the end of each shift • Dealing with customer requests and queries • Be able to work in a busy environment. • Be able to use your own initiative and work as part of a team • Have a 'can-do' attitude, prepared to help out the rest of the team in a willing and positive manner. • Be polite, courteous and professional at all times • Maintain health and safety, security, and emergency systems, capabilities of staff and customer awareness, according to company policy and relevant law as directed

PERSON SPECIFICATION	
Experience	<ul style="list-style-type: none"> • Previous retail experience would be advantageous but not essential as training will be given in advance. • Previous customer facing experience would be advantageous • Experience of effectively dealing with difficult situations would also be advantageous
Skills & Qualifications	<ul style="list-style-type: none"> • Excellent verbal communication skills and customer service skills are

PERSON SPECIFICATION	
	essential <ul style="list-style-type: none"> • Good time-keeping is required

Acknowledgement		
Employee Signature:	Name:	Date:
Line Manager Signature:	Name:	Date:

The job description is subject to change pending review by the role holder and their line manager.