



Job Title:	Casual Retail Assistant
Department:	Retail
Reporting:	Head of Retail
Location:	Brentford
Salary:	£10.85 per hour

Background

Brentford Football Club is a Premier League football club based in the London Borough of Hounslow. The Club was founded in 1889 and has been through a period of great change in the past year. Brentford moved to a new, 17,250-seater stadium with outstanding facilities for fans, broadcasters, corporate guests, and the community in the summer of 2020, having previously played at their historic Griffin Park home for 116 years.

At the end of the first season in the new stadium, Brentford won promotion to the Premier League. The Club's first season in the top flight of English football since 1947 will start in August 2021. Promotion and a move to a new stadium are parts of a longer-term vision that aims to see Brentford FC sustain top level football on the field and ensure that the Club is sustainably run off the field.

Situated next to the M4, the new Brentford Stadium is at the centre of the Brentford East redevelopment scheme, which includes the construction of more than 900 new homes, a new purpose-built location for Brentford FC Community Sports Trust, and a public square with shops and cafés. Brentford FC plays a very active role in its local community.

The Club is a four-time winner of the EFL Community Club of the Year Award and is the only professional football club in the UK with a Business in the Community and Community Mark Award. In total, Brentford FC Community Sports Trust delivers more than £13 million of social benefit to the West London area.

The Role of the Casual Retail Assistant

Being part of the team, you will be responsible for ensuring our customers receive the best possible service each time they visit our store. You will assist in maximising store profitability by exceeding your sales targets and utilising the in-store devices, while contributing to a successful store team.

Main Accountabilities

Customer Service:

- Greet all customers in a warm, genuine and friendly manner
- Ensure that customers receive the best possible service every time they enter the store
- Understand the process of the Customer Service measuring programme

**Sales:**

- Drive sales, ensuring that targets are achieved and, where possible, exceeded
- Utilise the in-store devices, offering the customer the whole product range
- Provide alternatives and add on sales at every opportunity
- Assist in the maintenance of standards on the shop floor and for all displays and merchandise
- Keep all stock clean and presentable at all times
- Replenish stock levels when needed, making sure the full-size range is on the shop floor where possible

General Club Accountabilities

- To ensure compliance with all relevant Club policies, including health and safety policies and with specific reference to the data regulations (GDRP and PECR)
- To ensure compliance with all relevant legal, regulatory, ethical and social requirements
- To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing Brentford FC
- To keep confidential any information gained regarding the Club and its personnel
- To maintain a flexible approach to work at all times

Person Specification - Essential Personal Characteristics

- Good communication skills with the ability to engage with customers and colleagues
- Confident and outgoing personality
- Effective selling skills
- Ability to manage own time effectively
- Flexible and willing to take on ad-hoc tasks
- Available to work weekends, evenings, all match days, and events.

Person Specification - Desirable Characteristics

- Previous retail experience would be great but is not essential as full training will be given

How to Apply:

Submit your CV to the application link below:

<https://hr.breathehr.com/v/casual-retail-assistant-18926>

The application closing date is 6th of October 2021

Suitable candidates will be invited to attend a face-to-face recruitment day on the 10th of October 2021

We require all successful candidates to attend a training day on the 14th of October and start work on the 16th of October 2021.



Brentford FC aim to be the most inclusive Club in the country. It would be great if you could spend a couple of minutes filling out our Equality and Diversity Monitoring Questionnaire using the link below: <https://forms.office.com/r/yvTE3Ua2vG>