



## JOB DESCRIPTION

JOB TITLE	CASUAL Retail and Ticketing Assistants
LOCATION	Wrexham AFC, STōK Cae Ras, Mold Road, Wrexham, LL11 2AH
REPORTING TO	Retail Manager/Supervisor
JOB TYPE	<b>Part-time, sessional (casual)</b>
SALARY	National Minimum Wage

### **JOB PURPOSE**

Reporting to the Retail Manager, the role of CASUAL Retail and Ticketing Assistant is to provide a customer focused ticketing retail service within a fast paced and busy environment. Ensuring a friendly, helpful and knowledgeable customer service to all visitors for both home and away games; the postholder will represent the Club and promote the Club merchandise and new product lines.

NB – this role requires being able to work evenings/weekends and Bank Holidays as the Club diary dictates.

### **MAIN RESPONSIBILITIES**

- Serve customers in a welcoming and efficient manner in order to maximise income for the Club (e.g. upsell and cross-sell specific products to ensure Club sales targets are met)
- Deal with enquiries (either face to face or on the phone), directing them to other colleagues as appropriate
- Process tickets for home and away games via the electronic ticketing system; responding to customer emails on the ticketing account
- Operate the tills and card machines to ensure that all transactions are carried out accurately at all times.
- Carry out all cash handling and cashing up activities with a high level of accuracy.
- Maintain presentation of Club shop displays to ensure consistent high standards of visual merchandising.
- Replenish stock in Club shop as needed throughout working day.
- Ensure all stock deliveries are received and stored in a timely and efficient manner.
- Carry out stocktaking and general stock management duties when needed.
- Respond to customer queries for online.
- Administration as required (eg photocopying, scanning, orders for printing etc)
- Assist in the delivery of marketing and sales initiatives as directed by the Retail Manager.
- Assist with maintaining the security and safety of customers, colleagues and other visitors to the Club.
- Be responsible for your own and that of colleagues Health and Safety and adhere to all the Club Policies.
- Any other duties as commensurate with the role

### **HEALTH & SAFETY RESPONSIBILITIES**

- Take responsibility and care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work.
- To comply with all aspects of the Club's Health & Safety Policy and arrangements, to enable the company to perform its civil and statutory obligations in relation to Health & Safety.

### **EXPERIENCE/QUALIFICATIONS REQUIRED**

- 3 GCSE grades A-C (or their equivalent)
- Previous experience in working in customer service (eg within a retail environment)



#### **Skills/Abilities Required**

- Excellent telephone and customer facing manner
- Knowledgeable experience of providing first class customer service and customer care
- Strong numerical skills

#### **Personal Attributes/Behaviours**

- Enjoy working with the public; have a polite manner (both face to face and on the phone), believing in good customer service
- Confidence in varying situations, particularly in a sales environment
- Trustworthy and honest.
- An organised and methodical approach
- A positive 'can do' attitude always putting the customer first.
- Flexible with working hours to assist with out-of-hour stocktake and match days
- Able to work using own initiative and as a member of a team.
- Able to work effectively under pressure and be resilient.



## **CLUB VALUES**

### **Code of Conduct**

Wrexham Football Club expects the highest standards of integrity and conduct in all matters concerning the Club and its employees. The Code of Conduct makes clear the standards of conduct expected from its employees and explains the responsibilities of the Club, as the employer. All employees are expected to always act wholeheartedly in the interests of the Club. Any conduct detrimental to its interests or its relations with its customers, suppliers, the public or damaging to its public image shall be a breach of Club rules and policies. Discriminatory, offensive, and violent behaviour are unacceptable, and any complaints or concerns will be dealt with and acted upon.

### **Equality, Diversity & Inclusion**

Wrexham Football Club are committed to ensuring that equality, inclusion, and diversity of opportunity is at the very heart of everything we do to ensure we provide fair and non-prejudicial access to the services across the Club. We uphold everyone's freedom of rights and choice to be different and aim to provide opportunities for everyone to succeed. It is the policy of the Club that no person, whether player, job applicant, employee, volunteer, or customer, shall be discriminated against. The Club opposes all forms of unlawful and unfair discrimination, either direct or indirect, or harassment, on the grounds of the following 'protected characteristics': Age, Disability, Gender Reassignment, Marriage & civil Partnership, Pregnancy & Maternity, Race, Religion or Belief, Sex and Sexual Orientation. Anyone who is found to be in breach of this could receive disciplinary action, which may well include suspension and dismissal.

*The Club is fully committed to the EFL Equality, Diversity & Inclusion Standards and as we are under represented in these areas; we particularly welcome 'entry level' applications from women, individuals from Black and Minority Ethnicities, the LGBT community and anyone with a disability.*

### **Safeguarding and Safer Recruitment**

Wrexham Football Club are committed to and has both a moral and legal obligation to ensure that all children and vulnerable adults are protected and kept safe from harm whilst engaged in services organised and provided by the club and believes that the general wellbeing, welfare and safety of all children and vulnerable adults engaged in club activities is of the utmost importance. The Club will fulfil its responsibilities by ensuring it displays best practice in safeguarding matters – including Safer Recruitment - carried out in a spirit of partnership and openness with the child or vulnerable adult, families, and the relevant local authority.

Having a criminal record will not necessarily bar a potential candidate from working with the Club. This will depend on the nature of the position and the circumstances and background of the offence(s) committed. As an organisation using the Disclosure and Barring Service (DBS) to assess applicant's suitability for positions of trust, the Club complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. Potential applicants need to check on the government website (<https://www.gov.uk/tell-employer-or-college-about-criminal-record/what-information-you-need-to-give>) whether cautions / convictions should be disclosed as part of their application.

### **How to apply:**

To apply, download and complete an application form. Completed forms should be emailed to [vacancies@wrexhamafc.co.uk](mailto:vacancies@wrexhamafc.co.uk)

**NO AGENCIES PLEASE.**

*This role profile is not exhaustive, it will be subject to periodic review and may be amended to meet the changing needs of the business.*