



Matchday Retail Sales Assistants

- Salary:** £10.85 per hour
- Hours:** Part-Time – home matchdays, with potential overtime opportunities.
- Contract Type:** Fixed-Term, until 31st May 2022
- Closing Date:** Monday 20th September
- Location:** West Ham United Stadium, Stratford

We are committed to the principle of equality and equal opportunities in employment and have been accredited with being a Disability Confident Leader. We will actively promote equality and equal opportunities in our business to ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities.

West Ham United FC is committed to equality and safeguarding children and vulnerable adults. Positions that involve working with such groups are subject to safer recruitment protocols, including DBS Disclosure at enhanced level.



Job Purpose & Responsibilities

We are recruiting for a number of Match-day Retail Sales Assistants to work in our state of the art Stadium Store at the London Stadium for the 2021/22 football season.

This iconic Stadium has the best transport links for any football stadium in the country allowing anyone in and around the London area to easily and quickly travel to Stratford.

The successful candidates will ideally have customer facing experience and must be confident selling products and providing a high standard of customer service. Able to work home games, your work ethic should be strong and you will be confident working in a team, particularly in a fast moving retail environment.

In this role, you will be the face of the club; serving and advising supporters, providing polite and professional customer service at all times and assisting fans in finding the goods that they want. Giving information on products and prices, you must take payments and strive to promote any special offers currently available. Taking pride in the presentation of the store, you will ensure that goods are displayed attractively and professionally.

Equal Opportunities

1. To ensure that all departments are provided within an anti-discriminatory framework and take account of such issues as race, gender, sexuality, disability, religion, sexual orientation and age.
2. To carry out work in a manner which promotes equality of opportunity for both staff and clients.

Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

Person Specification

Due to the nature of the role, we can only accept applications from those who are over 18.

The ideal candidate will have skills and experience in the following areas: -

Essential (E) Desirable (D)

- Experience in retail is not essential however would be beneficial
- Confident handling money
- Available to work evening and weekend home games
- Hard working nature
- Flexibility due to the scheduling of games
- Willingness to learn
- Passion and interest in the brand
- Ability to work under pressure in a fast paced environment



As an employer we are committed to promoting and protecting the physical and mental health of our staff.

To apply, please email your CV with a covering letter to humanresources@westhamunited.co.uk by Monday 20th September

Due to a high number of expected applicants, only those successful will be contacted