



## **Match-day Retail Sales Assistants**

- Contract Type:** Causal, Part Time
- Salary:** Competitive
- Location:** London Stadium, Queen Elizabeth Olympic Park, Stratford
- Closing date:** 31<sup>st</sup> January 2018

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 2017/18 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.

### **Personal Specification**

- 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
- Understanding and commitment to the Club's Equality Policy and ability to promote anti-discriminatory practice.

Full training will be provided to ensure you are fully prepared for the first 2017/18 home game at the London Stadium.

We are committed to the principle of equality and equal opportunities in employment and have been accredited with the being Disability Confident Committed. 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. Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

Once you have applied for this role you are required to complete an equal opportunities survey to allow the Club to monitor the success of its equality initiatives. The survey will take two minutes and can be access using the following link: [https://www.surveymonkey.co.uk/r/WHU\\_Equal\\_Opportunities](https://www.surveymonkey.co.uk/r/WHU_Equal_Opportunities).

To apply please email your CV with a covering letter and return e-mail address to [hr@westhamunited.co.uk](mailto:hr@westhamunited.co.uk) by **31<sup>st</sup> January 2018**. We encourage applicants to apply as early as possible as we reserve the right to close the advert earlier than advertised.

