## Job Description

**Retail Assistant**

### Contractual Status
- Permanent, Full Time
- Subject to 6 month probationary Period

### 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 Retail Manager and Assistant Manager on event days.

### Key Relationships
- Retail Store Manager
- Senior Sales Assistant
- Retail and Licencing Manager
- Commercial Team
- Event Managers
- Millennium Stadium Tours Coordinator
- Facilities Manager

### Key Responsibilities, Tasks and Activities
- Undertake retail and customer service activities within the WRU Store to optimise and exceed sales targets, profitability and customer satisfaction in conjunction with the Retail Store Manager.
- Develop and deliver new and innovative merchandising ideas to ensure customer satisfaction is achieved.
- Manage cash and payment systems in accordance with company procedures and policies, at all times with staff and customer safety as the uppermost priority.
- Plan and implement shop merchandising, layout and customer traffic flow for customer satisfaction in appearance and image.
- Maintain health and safety, security, and emergency systems, capabilities of staff and customer awareness, according to company policy and relevant law as directed.
- Supervise, motivate & train staff, according to company policies as required.
- Oversee all telephone and internet queries and ensure effective communication is in place to make customers aware of opening times.
## JOB DESCRIPTION

- Manage the upkeep and condition of all equipment, fixtures and fabric of shop premises.
- Carry out duties to help support the WRU/MS mission statement in line with the Company’s core values.

## Continued Professional Development

- The WRU are committed to providing CPD for the successful candidate. We expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience.

## PERSON SPECIFICATION

### Experience

- Minimum of 2 years experience working in a retail environment
- Working knowledge of stock control management
- Experience of supervising or managing a team is preferable
- Strong interpersonal skills and relationship management.
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### Skills & Qualifications

- Education to include min GCSE pass (A-C) in maths and English
- Excellent IT Skills, specifically Microsoft Word, Excel & PowerPoint.
- Excellent written and verbal communication skills are essential.

### Key Competencies

- Team Working and Personal Impact
- Managing the Customer Relationship
- Planning and Control
- Communication and Influencing
- Attention to Detail
- Leading Others

### Other

- Valid UK driving licence is required.
- An understanding and commitment to equal opportunities in employment and sport
- An understanding of individual responsibility in complying with the Health and Safety policies and arrangements.

## Acknowledgement

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<tr>
<th>Employee Signature:</th>
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<tr>
<td>Line Manager Signature:</td>
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The job description is subject to change pending review by the role holder and their line manager.