



JOB DESCRIPTION

JOB TITLE	RETAIL ASSISTANT (SUPERSTORE)		
LOCATION	Argyle Superstore	HOURS	Full Time (35 Hours per week)
SALARY	£10.92 per hour	ACCOUNTABLE TO	Retail Sales and Promotions Manager
JOB PURPOSE	Responsible for serving customers in the Argyle Superstore, assisting with queries, and ensuring the shop floor is well stocked, clean and tidy		

CORE RESPONSIBILITIES

Plymouth Argyle Football Club was established in 1886 and have been a member of the EFL since 1920.

We are proud to be a fan, family and community-focused club that advocates equality and inclusion, and which will engage honestly and as transparently as possible with supporters.

Management, players and staff are encouraged to strive for excellence on and off the pitch to establish Argyle as a winning club of which everyone can be proud.

This role is a key part of our passionate and dedicated retail team and therefore we are looking for a suitable character to complement our existing ethos, with a clear focus on putting customers at the heart of everything. The candidate should show energy, enthusiasm and a genuine passion for what they do.

The role will involve the selling of merchandise, as well as ensuring that the department meets sales targets and continually improves its products online and in store. The post-holder will be required to contribute to developing events, promotions that enhance retail sales and the reputation of the club locally and nationally, on and off the pitch.

KEY DUTIES

- Be attentive to customer needs.
- Provide accurate information about the features, quality and availability of different products.
- Help customers find products they are looking for in the store.
- Give in-depth advice about products.
- Handle payment for purchases.
- Arrange orders and deliveries of stock for customers.
- Advise the customer of information relating to their purchase, such as the club's returns policy, or how to look after it.
- Make the customer aware of any special offers and provide up-sell information where appropriate.
- Make sure that all stock is on display.
- Be aware of what all the customers in the shop are doing, to guard against shoplifting.

ADDITIONAL RESPONSIBILITIES

- To meet KPIs as set out by Line Manager.
- To adhere to the values of Plymouth Argyle as stated in Appendix 1.
- Maintain professionalism at all times, particularly when dealing with internal and external customers.
- Other duties as reasonably requested by line manager or senior management team which are consistent with job responsibility levels.
- To work closely with partners and colleagues to maintain good relationships and ensure collaborative working practices.
- Active participation in continuous professional development and appraisal processes.
- Promote the brand identity at all times.

Core Knowledge & Skills Required: Essential (E) – Desirable (D)

QUALIFICATIONS & TRAINING	<ul style="list-style-type: none"> ▪ Maths and English at GCSE grade C or above ▪ IT competent and familiar with Microsoft Word and Excel
EXPERIENCE	<ul style="list-style-type: none"> ▪ At least two years of experience working in a customer-facing role (D) ▪ Cash-handling and processing credit card payments (E) ▪ At least two years of experience working in a sales role (D)
SPECIAL SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> ▪ Excellent verbal and written communication skills. ▪ Creativity and enthusiasm. ▪ Competent user of Microsoft Office, Publisher, Adobe, internet communication tools, social media. ▪ Flexibility to work on different projects to meet team priorities. ▪ Good level of own decision-making and accountability. ▪ Be a team player with a proactive approach to day-to-day issues. ▪ Be enthusiastic, hard-working, and flexible to the many and varied requirements of the role and of the club. ▪ Strong numeracy skills. ▪ Ability to generate ideas and challenge the status quo whilst considerate of organisational limitations.
GENERAL	<ul style="list-style-type: none"> ▪ Excellent organisational skills. ▪ You will work various hours in the working week to be agreed in advance with your line manager, but with the requirement to sometimes work outside normal office hours at weekends on match-days and for other events. ▪ Use of initiative individually and as part of a team. ▪ Confident and approachable with a positive outlook. ▪ Ability to prioritise, meet deadlines and work under pressure. ▪ Commitment, enthusiasm and passion. ▪ Understanding of PAFC policies and procedures and ability to develop protocols as necessary. ▪ High-level customer service skills. ▪ The ability to work logically, consistently and accurately. ▪ Self-motivated.

Important Information:

Staff members are required to adhere to the guidance provided within the Staff Handbook, particularly (but not exclusively) in areas focusing on health and safety, equality and discrimination, use of social media, and of customer service.

Job descriptions within the club are deemed to be evolutionary and due to the size of the team, all post holders are expected to undertake a range of tasks within their range of responsibility and accountability, even if it is not specified above.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Plymouth Argyle is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults and expects all staff and employees to share this commitment.

Date:

Signed:

Appendix 1

Our Values

Our Values describe how we expect our people to behave and will enable our Vision to be achieved. By signing the statement of terms and conditions, you are not only accepting your role within the Club but agreeing to work in accordance with these values. Our Values are:

Excellence

Everything we do should be excellent. Our management, players and staff are committed to continuous improvement, careful planning, discipline and rigour in all they undertake.

Efficiency and Organisational Strength

We are an efficient and process-oriented club where our objectives are clear from the outset of any work that we undertake.

Financial Prudence

We manage our finances carefully, and successfully.

Fan Focus

Satisfying our fans and supporters is a top priority. Our relationship with them is both open and welcoming.

Honesty, Openness and Integrity

We do what we say we will do. We live up to our values.

We will be as open with our stakeholders as is consistent with the club's wider interests.

There is a strong level of intra-club communication. We operate within the law and will treat our partners, sponsors and suppliers as we would wish to be treated ourselves.

Respect

We give everyone a voice and welcome challenge. We are committed to inclusion and we work to eliminate inappropriate discrimination, in all its forms, so that we can all work and watch football in an environment free from intimidation, victimisation or harassment. We welcome the passion, enthusiasm and engagement of our supporters, but will not tolerate abuse of our staff.

Community Focus

We are committed to serving the community in which we live and play and wish Plymouth Argyle to be a good representative for Plymouth and the wider South West.