



SCOTTISH
RUGBY STORE
shop.scottishrugby.org

macron

Macron Murrayfield are looking for an enthusiastic person to work at the Scottish Rugby Store situated within BT Murrayfield Stadium.

The minimum hours required are thirty five per week, flexibility would be required to work extra hours at all events.

Experience in retail and sports industry would be an advantage but all applicants would be considered as full training will be given. A full Driving Licence is preferred for this role. Applicants should apply by contacting Lynne Fleming on 0131 346 5044 or lynne.fleming@macron.com

Role Profile

Job Title : Retail Sales Assistant – Full Time
Reports to : Branch Manager
Location : BT Murrayfield Stadium
Duration : Permanent
Salary : £/hour
Purpose of Job : To Maximise sales and assist with maintenance of the branch

Key Accountabilities

- To help maximise sales
- To provide an efficient and friendly service to the customer
- To help ensure merchandise is coded, priced and displayed effectively
- Comply with all store operating procedures
- Promote objectives of the company
- In the absence of the Manager, provide supervision of staff and the establishment

Key Performance Areas

Sales

- Advise and assist customers and contribute towards a positive sales floor environment
- Help with instore merchandising and window displays
- Help change POS material at start and end of promotions
- Maintain stock levels and displays on floor to maximum effect
- Deal with returns and special orders and ensure proper procedures are followed
- Handle incoming telephone calls in a helpful and efficient manner
- Liaise with management on store policy issues

Merchandise

- Check in deliveries accurately
- Record overages/shortages and report to merchandise control
- Collate and distribute all stock movement documentation
- Code and price all goods
- Liaise with manager re product faults or shortages

Cash Point

- Adhere strictly to company policy regarding till operation
- Obtain counter-signatures and authorisation where applicable for non-cash transactions
- Maintain maximum security of cash including effective management of key

General

- Undertake full range of housekeeping duties to provide a clean and attractive presentation throughout the store
- Help maintain effective store security through vigilance and alert management when necessary
- Ensure personal appearance within company policy and standards
- Maintain company health and safety procedures
- Participate in training and development activities
- Assist with other duties as required

Ad-Hoc Supervision (in the absence of the Manager)

- Provide supervision of other staff
- Overview the security of the shop
- Organise the day-to-day running of the shop including stocktaking, cashing-up etc

Competencies

Customer Focus

- Understands customer expectations
- Meets commitments to customers/clients
- Build productive customer relationships
- Resolves customer issues satisfactorily

Planning, Organising and Managing Workload

- Identify and plan both short and long-term workload
- Prioritise workload effectively
- Manage resources to ensure work completed efficiently
- Communicate relevant information to colleagues

Effective Team Member

- Willingly offers input and solutions to team issues
- Provides advice and support to other team members
- Recognises and promotes team success

Achieving Results

- High level of motivation
- Directs efforts towards achieving targets and results
- Resilient and adaptable

Person Specification

Factor	Essential	Desirable
Experience & Knowledge	Ability to communicate effectively with customers Open-ness to development Understanding of targeted market	Previous retail experience Sales training
Competencies	Customer Focus Commercial Acumen Implementing Strategies Good Communicator	
Additional requirements	Full Driving Licence is preferred for this role. Willing and able to undertake flexible working hours	