



NORTHAMPTON SAINTS RFC

## MATCHDAY RETAIL ASSISTANTS

JOB DESCRIPTION

Reporting to  
Store Manager

### Role

To provide customer service and operational support in the Northampton Saints Store primarily on matchdays.

### Key Responsibilities

- Have a proactive approach to serving customers within the store and customers with online queries
- General till work
- Ensure the shop floor is always clean, tidy and fully stocked
- Fulfil orders placed via the Club's e-commerce platform
- Work with the Store Manager in ensuring the stock rooms are clear, tidy and well managed
- Work with the Store Manager in accepting and checking all deliveries
- Respond to customer queries
- Deal with customer refunds & exchanges
- Involved in stock control and management
- Balance cash registers
- Ensure all products are priced and displayed in a correct manner
- Keep up to date with promotions and displays
- Provide cover for colleagues as and when necessary
- Any other duties deemed necessary for the efficient operation of the Retail department
- Availability for all Northampton Saints home matchdays (approximately two per month)
- Retail experience preferred

### Application details

Please send CV to: [coralwickham@northamptonsaints.co.uk](mailto:coralwickham@northamptonsaints.co.uk)

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