

Job Description: Retail Crew

At Legends we are committed to delivering INNOVATIVE services for PREMIER partners to create LEGENDARY experiences.

In today's sports and entertainment industry, no one delivers like Legends. From the moment Guests enter our venues, the difference is clear. Our focus is on creating an enhanced experience that Guests anticipate and look forward to every time.

And it all starts with our incredible employees.

Company: Legends Hospitality UK Ltd. (Legends)
Location: IPC and IAAF World Championships at Queen Elizabeth Stadium
Position: Retail Crew (staff)
Reporting to: Team Leader and/or Manager
Sector: Event Merchandising/Retail
Job type: Temporary/Fixed Term
Pay rate: £9.75 per hour
Hours: Shifts will vary per venue but will be an average of 6 - 9 hours long. Flexibility is important in this role as you may be required to work extra hours to deliver the best job.

Legends has been appointed as the exclusive in-venue retail partner for the IPC and IAAF World Championships. This means that we own the rights to retail and sell official merchandise in and around event locations where the London 2017 LOC have rights. The World Championships will take place between 14th July and 23rd July 2017 across 17 track and field events. The World Championships will be held at the Queen Elizabeth Stadium in Stratford, East London.

Accountabilities

- Adhering to all Legends policies and procedures

Responsibilities

- Stocking in the retail outlet pre-event this includes moving stock, displaying items and cleaning the outlet;
- Preparing the outlet at the beginning of the day ready for trading at the stated operating time;
- Greeting customers with a smile and assisting them in product selection in a personalised manner. Ensuring to upsell complimenting products and recommending any sale items;
- Creating a strong working relationship with all team members and taking instructions from Supervisors and Managers;
- Keeping merchandise areas clean and tidy;
- Processing card and cash payment and/or packing at till points;
- Monitoring and updating sales display areas in line with changes in pricing etc;

- Watching for and recognizing security risks and thefts;
- Handling customer complaints and difficulties in an effective, polite manner. Ensuring that Supervisors or Managers are made aware of any situation;
- Taking stock inventory in line with inventory records;
- Helping to organise the stock room ensuring that products can be clearly found and there is sufficient stock;
- Receiving stock deliveries and refilling stock rooms;
- Transporting stock from the main stock room to the location required and replenishing sale areas;
- Cleaning and restocking the outlet at the end of the day and after the event has ended;
- Any other responsibilities that may arise.

If you are able to:

- Demonstrate you are a team player who enjoys a challenge with experience of working in the retail industry or a customer facing role
- Show strong communication and self-motivation skills to meet demanding targets
- Work computerised technology/POS systems/stock control
- Show energy and enthusiasm all day long
- Travel to and from The Queen Elizabeth Stadium daily

- Candidates must be able to produce evidence of permission to work in the UK.
- Successful candidates will be vetted and screened as part of the security and accreditation process.

Tell us why, impress us with a brief introduction, covering letter and CV.

Please send your covering letter, CV and any queries to recruitment.UK@legends.net