



CANDIDATE BRIEF

.....

Casual Retail Assistant

FEBRUARY 2025





AN INTERNATIONAL SPORTING VENUE,
A PROFESSIONAL COUNTY CRICKET CLUB
AND A THRIVING COMMUNITY HUB

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We are Trent Bridge, a cricket ground of global repute first established in 1838. We're proud of our illustrious history but mindful too that our future prosperity is reliant on continual investment in our facilities, our professional team and our lauded community programmes

Trent Bridge, the home of Nottinghamshire County Cricket Club, is looking to recruit a team of enthusiastic casual Retail Assistants to work on domestic and international match days throughout season (April to September).

You will be responsible for delivering exceptional levels of customer service whilst supporting our retail operations. When you welcome visitors to Trent Bridge, or handle enquiries on the telephone, you will exemplify our trademark friendliness and commitment to high standards in all that we do.

Experience in a retail environment is preferable but not essential as training will be provided.

Thank you for your interest in this role.

COMMERCIAL DEPARTMENT ROLE PROFILE

RETAIL ASSISTANT

RESPONSIBLE TO: Retail Supervisor

RELEVANT GENERAL OBJECTIVES

- Assist with the Club's match day retail function
- Protect, enhance and develop our brands and brand values
- Continue to develop Trent Bridge as a ground of the highest repute

SPECIFIC ROLE PROFILE

Retail

- Monitor stock levels and ensure adequate stocking of shop
- Maintain the shop in a workman-like, secure and tidy fashion
- Responsible for cash and credit card transactions on a daily basis
- Responsible for end of day banking and security of day's takings
- Provide an excellent customer focussed and efficient service to all customers and colleagues
- Ensure Health & Safety issues are at the forefront in all work undertaken with relevant Risk Assessments being completed where appropriate
- Any other duties laid down from time-to-time consistent with the grading of the post

EQUITY, DIVERSITY AND INCLUSION

Nottinghamshire County Cricket Club is committed to being an Equal Opportunities Employer.

The Club recognises the benefits of a diverse workforce and is committed to providing a working environment that is free from discrimination.

The Club will seek to promote the principles of equality and diversity in all its dealings with employees, workers, job applicants, clients, customers, suppliers, contractors, recruitment agencies and the public.

All employees and those who act on the Club's behalf are required to adhere to this policy when undertaking their duties or when representing the Club in any other guise.

SAFEGUARDING

Nottinghamshire County Cricket Club is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our services and are committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and the ECB requirements to ensure that all children participating in Cricket have a safe, positive and fun experience, whatever their level of involvement.

PERSON SPECIFICATION

Department: COMMERCIAL

	Essential	Desirable
Experience		Cash Handling
Knowledge		An understanding of the basics of the game of cricket and associated equipment Knowledge of Trent Bridge
Skills	Accurate numerical skills Ability to concentrate Ability to pay close attention to detail Ability to communicate at all Levels An understanding of customer service	
Qualities & Attitude	Willingness to work extra days if requested Ability to work as part of a close-knit team Friendly and approachable	
Other	Flexibility in respect of work and fluctuations of the hours required	

HOW TO APPLY

If you would like to join us at Trent Bridge, please send your CV and covering letter to:

**The HR Department
Nottinghamshire County Cricket Club
Trent Bridge
Nottingham NG2 6AG**

**Or email the HR Department at
Recruitment@trentbridge.co.uk**

Deadline for applications: 30th April 2025

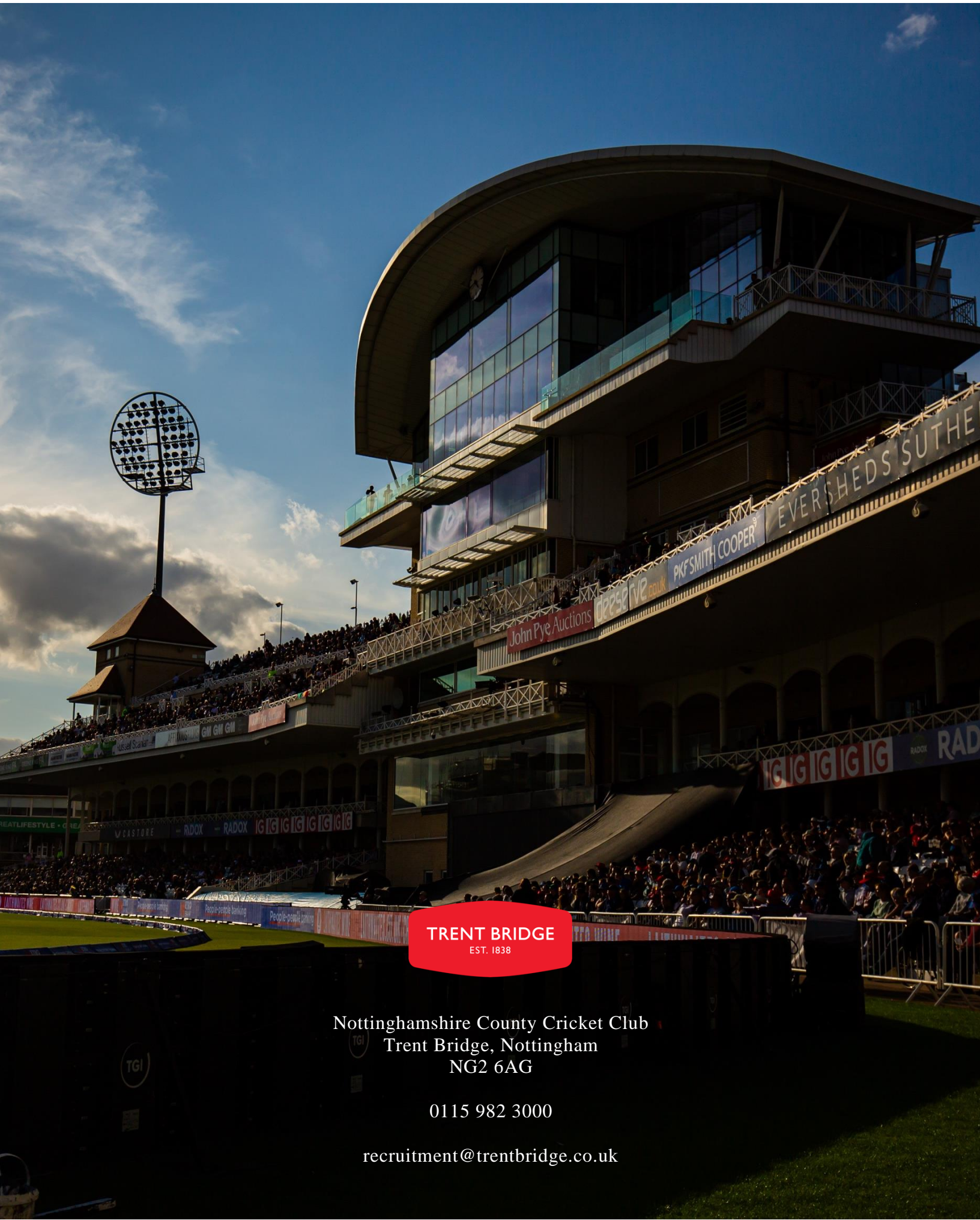
Interviews will be on an ongoing basis

No agencies please.

We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible

We are committed to safeguarding and promoting the welfare of children, young people and adults and expect the same commitment from all staff and volunteers

We are an equal opportunity employer. we celebrate diversity and are committed to building an inclusive environment for all employees. when submitting your details, please let us know if you require any support or reasonable adjustments during the interview process



TRENT BRIDGE
EST. 1838

Nottinghamshire County Cricket Club
Trent Bridge, Nottingham
NG2 6AG

0115 982 3000

recruitment@trentbridge.co.uk