

**RETAIL AND TICKET SALES ASSISTANTS**

**(CASUAL, MATCH DAYS ONLY)**

Trent Bridge the home of Nottinghamshire County Cricket Club, is looking to recruit

a team of enthusiastic casual Retail and Ticket Sales 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, ticket and membership 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 either a retail or ticket sales environment is preferable but

not essential as training will be provided.

If you would like to join us here at a Trent Bridge

kindly email your completed application form and covering letter to

recruitment@nottsccc.co.uk or post it to:

Business Support Manager, Nottinghamshire County Cricket Club,

Trent Bridge, Nottingham, NG2 6AG

Applicants must be eligible to work in the UK

No agencies please

COMMERCIAL DEPARTMENT ROLE PROFILE

**RETAIL AND TICKET SALES ASSISTANT**

**RESPONSIBLE TO:** Head of Commercial Operations &

Ticket Office Manager

**RELEVANT GENERAL OBJECTIVES**

* Assist with the Club’s match day ticketing, membership and 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

**Ticket Office**

* Sell match day tickets and process membership sales/renewals as necessary
* Ensure that match day ticket sales sheets and cash takings balance
* 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

**NOTTINGHAMSHIRE COUNTY CRICKET CLUB**

**RETAIL AND TICKET OFFICE ASSISTANT**

**PERSON SPECIFICATION**

**Department: COMMERCIAL**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Experience** |  | Cash Handling |
| **Knowledge** |  | An understanding of the basics of the game of cricket and associated equipmentKnowledge of Trent Bridge |
| **Skills** | Accurate numerical skillsAbility to concentrateAbility to pay close attention to detailAbility to communicate at all LevelsAn understanding of customer service |  |
| **Qualifications** |  |  |
| **Qualities & Attitude** | Willingness to work extra days if requestedAbility to work as part of a close-knit team Friendly and approachable |  |
| **Other** | Flexibility in respect of work and fluctuations of the hours required |  |



**NOTTINGHAMSHIRE COUNTY CRICKET CLUB**

#  EMPLOYMENT APPLICATION FORM

The information requested in this form is important in assessing your application. Please complete accurately and in full, using BLACK INK. Please read any information enclosed with this form before completing your application.

POSITION APPLIED FOR: **…………………………………………………………………………**

**From what source did you learn about this position……………………………………………….**

**SURNAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**FORENAMES: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CONTACT NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**EMAIL: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

## MOST RECENT EMPLOYER

**Name & address of most recent employer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Job Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date started: \_\_\_\_\_\_\_ Date left: \_\_\_\_\_\_\_\_\_\_\_\_\_**

 **(if applicable)**

**Reason for leaving (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**How many employees do you manage: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Salary: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Other benefits: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Number of hours worked per week: \_\_\_\_\_\_\_\_**

**Period of Notice: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**How soon could you be available to join us, if offered this position:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Previous employment (please start with the most recent first. Please include any temporary,

unpaid or work experience). Please continue on a separate sheet if required.

### From To Employer Name Job Title & Duties Wage/Salary Reason for

#### Month/Yr Month/Yr & Address Leaving

##### Attendance at Training Courses relevant to your employment

Course Title Organising Body Duration Date

##### Education – proof of qualifications may be requested at interview

### Date Date Schools, Colleges attended Qualifications gained or pending

From To (including Part-Time) Please state subject, level & grade

**Please give details of any dates when you would not be able to attend for an interview:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please use this space to demonstrate how you meet the specific requirements of the position you have applied for.**

**It is recommended that you use the details from the Role Profile and Person Specification to help you organise your information.**

**You should draw on your knowledge, skills and experience gained from paid work, training, domestic responsibilities, education, leisure interests and voluntary work.**

**Please continue on separate A4 sheets, if required.**

**REFERENCES:**

**Please give the names of two referees who may be contacted in respect of your application. The first should be from your current/last employer (or Head Teacher if you are a school leaver). The second should be from a previous employer (or a person you have worked for in a voluntary/unpaid capacity, or a teacher if you have no employment history).**

### Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Postcode \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Telephone No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**May we contact prior to interview: Yes/No (please delete as appropriate)**

### Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Postcode \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Telephone No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**May we contact prior to interview: Yes/No (please delete as appropriate)**

##### DECLARATION

**I confirm that the information provided by me on this application form is correct and gives a fair representation of my qualifications and work experience. I consent to the use of this information during the recruitment process and confirm that I am eligible to work in the UK.**

**I confirm that I have no previous convictions for any criminal matters that require declaration under the Rehabilitation of Offenders Act 1974.**

**I accept that should I not have provided full and accurate information, it could result in me not being appointed, an offer of employment being withdrawn or disciplinary action being taken against me.**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

***Thank you for completing this application form***

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **EQUAL OPPORTUNITIES MONITORING FORM** |  |
| Please return this form with your application. It will not be used to shortlist candidates for interview and will not be viewed by the Recruitment Panel. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Nottinghamshire County Cricket Club will aspire to be an equal opportunities employer and to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, nationality, ethnic national origins, marital status, disability, sexual orientation, age, trade union activity or religious belief. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| To ensure that discrimination does not take place during the recruitment process, the Club will keep statistics for all applicants on their ethnic background, age, sex, and whether they have any disabilities. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| All personal information supplied will be used solely for the purposes stated on this form. No information will be passed on to others or used for purposes other than statistical purposes. Nottinghamshire County Cricket Club is registered under the Data Protection Act. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| We would be grateful, therefore, if you would complete the form below. |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Post applied for:** |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Where did you see this vacancy:** |  |   |   |   |   |   |   |   |   |   |   |   |   |   |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **GENDER:** |  | Male |   |  |  | Female |   |  |  |  |  |  |  |  |  |  |  |  |  |
| **AGE:** |  | 16-17 |  | 18-25 |  | 26-35 |  | 36-45 |  | 46-55 |  | 56-64 |  | 65+ |  |  |
|  |  |  |   |   |  |   |   |  |   |   |  |   |   |  |   |   |  |   |   |  |   |   |  |  |
| **ETHNICITY:** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **WHITE** |  |  |  |  |  | **MIXED (DUAL HERITAGE)** |  | **ASIAN or ASIAN BRITISH** |  |
| British |  |  |  |   |  |  | White & Black Caribbean |   |  | Indian |  |  |  |   |  |  |
| Irish |  |  |  |   |  |  | White & Black African |  |   |  | Pakistani |  |  |   |  |  |
| Gypsy/Romany |   |  |  | White & Asian |  |  |  |   |  | Bangladeshi |  |   |  |  |
| Other White |  |   |  |  | Other Mixed |  |  |  |   |  | Other Asian |  |   |  |  |
| Please specify |  |  |  |  | Please specify |  |  |  |  |  | Please specify |  |  |  |  |
|   |   |   |   |   |   |  |  |   |   |   |   |   |   |   |   |  |   |   |   |   |   |   |  |  |
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| **BLACK or BLACK BRITISH** |  | **OTHER ETHNIC GROUP** |  |  |  |  |  |  |  |  |  |  |
| Caribbean |  |  |   |  |  | Chinese |  |  |  |  |   |  |  |  |  |  |  |  |  |  |
| African |  |  |   |  |  | Other Ethnic Group |  |   |  |  |  |  |  |  |  |  |  |
| Other Black |  |   |  |  | Please specify |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Please specify |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Are you disabled?** | YES |   |  |  |  | NO |   |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **If so, are you a registered disabled person?** |  |  | YES |   |  |  |  | NO |   |  |  |
| **DECLARATION:** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| I consent to the collection, storage and use of my gender, age, ethnicity and disability details. I understand that these details will not be used as part of the selection process. I understand that any of these details will only involve producing anonymous statistics to monitor the effectiveness of Nottinghamshire County Cricket Club's recruitment process. |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Signed**  |   |   |   |   |   |   |   |   |   |   |   | **Date**  |   |   |   |   |   |   |   |  |  |
| If you are applying on-line and are subsequently the successful candidate, you will be required to sign a printed copy of the Equal Opportunities Monitoring Form |