



Harlequins

Founded in 1866, Harlequins is a rugby club that is recognised around the world. Harlequins are currently ranked among the best Premiership rugby clubs in this country and Europe. The club is a founding member of the RFU and boasts more presidents than any other club as well as a healthy dose of international players.

Success on the pitch demands even more success off it, so the club is strengthening its support staff and is currently recruiting matchday customer experience representatives. This is an exciting opportunity for an individual who wants the opportunity to support the Club in delivering the best experience to Harlequins supporters. The ideal candidate will have a passion for sport and engaging with supporters. This role would be perfect for both students and adults who are looking for some part time work to help build their CV and support their income.

Title: Retail Matchday Assistant
Hours: Match days (Friday evenings, Saturdays and Sundays), hours will vary. Some additional hours may be available during the week and weekends. Up to 7 hour shifts on match days.
Start Date: March 2019
Role Description: The club wishes to appoint Match Day Retail Assistants to work within their Retail operation and play a key role in developing Harlequins' reputation among Match Day supporters. This is an ideal role for any individual that is looking for additional work on a flexible basis throughout the rugby season. Match day duties include selling Harlequins merchandise from the official club shops and hospitality areas. Uniform and full training will be provided.

Skills required:

- Approachable, friendly, personable candidates
- Willingness to engage with our loyal supporters and interact with our retail team
- Good work ethic and a can-do attitude
- Flexible but reliable in approach to working weekends.
- Customer service experience or till experience preferable not necessary – as training will be provided in all areas
- Excellent communicator on Match Days and prior to Match Days
- Ability to work under pressure
- Be able to build new relationships with customers whilst maintaining current relationships

Competencies:

- Highly organised with a real attention to detail
- Passionate about delivering the best customer service experience
- Outgoing, affordable and passionate about providing excellent services and products to our customers
- A strong team player and collaborative working style



Behaviours

- **Customer Focus** - Commits to meeting the expectations and requirements of internal and external customers; acts with customers in mind; values importance of providing high-quality customer service
- **Leadership** – Creates a climate in which people want to do their best; can access each person's strength and use them to get the best out of the individual. Promotes confidence and optimistic attitude through inspiring and motivating the team.
- **Interpersonal sensitivity** - Interacts with others in a sensitive and effective way. Respects and works well with others.
- **Quality orientation** - Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.
- **Initiative Taking** - Takes action to achieve goals beyond what is expected; drives to bring issues to a successful closure; self-starter

Customer Experience

- **Team Player** – Works together to create the best customer experience and celebrate each other's success. Build relationships based on honesty, respect and encouragement
- **Opportunist** – Take every opportunity to build on customer relationships, existing and current. Effective communication to Line Manager and Retail team on Continuous Improvement initiatives
- **Appearance** – Strive to achieve excellence standards of display, availability and cleanliness. Take pride in personal appearance when representing the Harlequin brand
- **Knowledge** – Continually develop your knowledge of our brand and products and share with customers as appropriate

If you are interested in the role, please email your CV to jobs@quins.co.uk

Harlequins is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Only applicants to be invited for interview will be contacted.