



**CAMBRIDGE
UNITED**



RECRUITMENT PACK

CASUAL RETAIL ASSISTANT



THE CLUB

WHO WE ARE

Cambridge United is a community-focused football club woven into the fabric of a world-renowned city admired for its education, research, and technology.

Cambridge United aspire to compete at the highest levels of English Football whilst operating a sustainable football club embedded within the heart of its community.

As a Club we have three main objectives which we aspire to achieve:

CREATING MEMORIES

We are a modern progressive community focused club run sustainably to create memorable moments on and off the pitch, which help engage and excite current and future generations.

DRIVING STANDARDS

Through constant self-reflection and education, we seek to evolve both on and off the pitch, with a clear focus on raising our standards and levels of performance.

IMPROVING LIVES AND COMMUNITIES

With our players, staff, and fans at the heart of the Club, we seek to construct and enhance relationships between communities and use the power of sport to change lives.



THE CLUB

THE MISSION

Cambridge United aspires to compete at the highest level of the English Football League, whilst operating a financially sustainable football club embedded within the heart of its community. We are custodians with a collective responsibility to protect and enhance the Club for future generations.

THE VISION

CREATING MEMORIES

We engage current and future generations of supporters by creating memorable moments.

DRIVING STANDARDS AND PERFORMANCE

We will evolve by driving standards and performance through self-reflection and education.

ENHANCING LIVES

We are an inclusive Club that is United in Endeavour to enhance lives through the power of sport.

THE VALUES

We engage positive and inspiring characters who are committed to serving and strengthening our community by adopting our three key values.

TEAMWORK

We achieve more through working together than alone and are United in Endeavour.

HARD WORK

We are committed to learning and working towards our pursuit of excellence in everything we do.

HUMILITY

We will celebrate each other's successes and recognise that no individual is greater than the collective.



THE CLUB

WHY CAMBRIDGE UNITED?

We believe that standing still in both football and business is not an option. We are on an exciting journey to reach the highest levels of English Football.

Recent investment into training facilities and the purchase of the Cledara Abbey Stadium which will soon be redeveloped, optimises our aspiration to grow with one of the world's fastest developing cities where the rules of Association Football were created.

We pride ourselves on providing employees with an opportunity to succeed and value innovation, collaboration and personal growth. Most importantly we are dedicated to creating a supportive and inclusive environment, underpinned by our motto to be 'United in Endeavour'.

EMPLOYEE BENEFITS

- Annual Reviewed Industry Benchmarked Salaries
- 21 Days Annual Leave + Bank Holidays (pro-rata, part-time)
- One Day Per Week Remote Working
- TOIL For Matchdays & Events worked
- Mental Health Practitioners
- Match Tickets
- 10% Club Retail Discount
- Club Partner Discounts



THE JOB

JOB TITLE:	Casual Retail Assistant
DEPARTMENT:	Retail & Ticketing
REPORTS TO:	Head of Retail & Ticketing
LOCATION:	The Cledara Abbey Stadium
SALARY:	Dependent on age and experience
HOURS:	3 hours per home matchday

ROLE SUMMARY

The retail assistant will be required to have exceptional customer service skills, a positive attitude and be prepared to learn new skills.

We are looking for someone who will provide all visitors with friendly experience, treating everyone in a respectful and approachable manner.

As a casual retail assistant you will serve from our mobile retail unit, handle public enquiries, advise on products and upselling where possible to our customers.

We are looking for an individual who has previous experience working in a customer service environment. You will also have excellent communication and empathy skills. Matchday's are always fast paced, so it's essential that you can remain calm under pressure and multitask effectively.

KEY JOB OUTCOMES

- Providing exceptional customer service
- Showcasing your confidence in our product ranges
- Deliver sales and meet targets
- Collaborating with the team of staff and volunteers, in a fast-paced retail environment
- Working during home games, weekends and evenings
- Assisting the retail team
- Processing payments via our EPOS tills and card readers
- Till balancing and cash handling



THE PERSON

SKILLS, KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE

	REQUIRED	DESIRABLE
Passion for football or sport	YES	
Educated to GCSE level or equivalent	YES	
Experience working in a customer facing role	YES	
Experience working in a fast-paced environment	YES	
Experience of delivering excellent customer service	YES	

PERSONAL QUALITIES/ATTRIBUTES

	REQUIRED	DESIRABLE
Hardworking and enthusiastic	YES	
Excellent organisational skills and attention to detail	YES	
Reliable and committed	YES	
Ability to work independently and as part of a team	YES	
Strong interpersonal skills, with the ability to prioritise tasks, meet deadlines and manage a varied workload	YES	
Excellent team player and motivator	YES	



THE COMMITMENTS

EMPLOYABILITY STATEMENT

Cambridge United FC is committed to promoting equality of opportunity for all staff. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

SAFEGUARDING STATEMENT

Cambridge United FC is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. For those positions where a criminal record check (DBS) is identified as necessary, this will be carried out in line with other safer recruitment checks. The post holder will be required to undergo Safeguarding training periodically.

EQUALITY, DIVERSITY AND INCLUSION

Cambridge United FC is committed to promoting equality of opportunity for all staff and job applicants. We are committed to creating an inclusive workplace and welcome applications from disabled candidates. If you require any adjustments during the recruitment process, please let us know.

We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We do not discriminate based on age, race, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, gender, gender reassignment, gender identity, marriage and civil partnership status, pregnancy and maternity, sexual orientation, disability, socio-economic background or any other inappropriate distinction or characteristic covered by the Equality Act 2010.

<https://forms.office.com/e/WkrhMHMzzL>



HOW TO APPLY

APPLICATION INSTRUCTIONS

Interested applicants should apply by submitting their Application form, CV and Cover Letter, applications which do not include all documents will not be reviewed.

APPLICATION CLOSING DATE

Friday 9th January

INTERVIEW DATE(S)

W/C 19th January 2025

START DATE

Feb 2026