RECRUITMENT PACK

Job Description

Job Title	Casual Retail Assistant
Department	Ticketing & Retail
Reports to	Retail & Ticket Office Manager
Location	Cledara Abbey Stadium
Salary	Dependent on skills and experience
Hours	Three hours on home matchdays as and when agreed.
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 a 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 upsell 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

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

Person Specification

Skills, Knowledge, Qualifications & Experience	Required	Desirable
Educated to GCSE level or equivalent	✓	
Passion for football or sport		✓
Experience of working as part of a team	✓	
Experience of delivering excellent customer service	✓	
IT Skills, including Outlook, Word and PowerPoint		✓
Experience working in a customer facing role	✓	
Comfortable with multi-tasking	✓	
Experience working in a fast-paced environment		✓
Has an understanding retail sales system		✓
Personal Qualities/Attributes		
Hardworking and enthusiastic	✓	
Excellent organisational skills and attention to detail	✓	
Reliable and committed	✓	
Ability to work independently and as part of a team	✓	
Able to communicate effectively	✓	
Willingness to work weekday evenings	✓	
Excellent team player and motivator	✓	

Application Process

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 11th December 2026
Interview Date(s)	December 2026
Start Date	January 2027
Mission, Vision & Values	**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. **Vision** ***Creating Memories*** We engage current and future generations of supporters by creating memorable moments. ***Driving Standards & 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. **Values** We engage positive and inspiring characters who are committed to serving and strengthening our community, by adopting our 3 keys 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.
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 & 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.