



the home of golf®

Job Description

Job Title: Sales Associate	Duration of Post: Permanent
Reporting to: Shop Team Leader	Working Hours: Annualised (Shift Work)
	Start Date: TBC

Main Purpose of Role

Deliver a world-class experience within retail at The Home of Golf.
To provide an efficient and effective sales service, ensuring our customers and colleagues always experience quality interactions and service through our values-led approach.

Key Duties and Responsibilities

- Provide an excellent sales service to customers ensuring service levels and sales targets are achieved.
- Contribute to the achievement of the sales budget by taking a proactive approach towards selling.
- Participate in training sessions to ensure appropriate knowledge is gained in all retail disciplines.
- Develop thorough product knowledge in order to identify specific features relevant to the visitor experience.
- Visual merchandising of stock following agreed procedures/layout.
- Follow the appropriate security procedures at all times.
- Cleaning and housekeeping duties.
- Adherence to all Link's policies and procedures.
- Any other duties that may be required.



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Person Specification

This section details the attributes e.g. skills, knowledge/qualifications and competencies which are required in order to undertake the full remit of this post.

Attributes	Essential	Desirable	Means of Assessment
Education & Qualifications	Good basic education		CV and interview
Experience & Knowledge	Experience of working in a retail environment Accurate and Efficient Cash Handling		
Competencies & Skills	Effective communication skills Ability to work on own or within a team Excellent Customer Service Skills Attention to detail		CV, interview and references
Other Attributes/Abilities	Customer focused Self-Motivated Positive, can do attitude Ability to work under pressure		Interview

Essential Criteria – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short listing stage.

Desirable Criteria – requirements which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential requirements.



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Obligations as an Employee

- You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.
- You are required to comply with the Links health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.
- You are responsible for applying the Links equality and diversity policies and principles in your own area of responsibility and in your general conduct.
- You have a responsibility to promote high levels of customer service within your own area of work.
- You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.
- You may, with reasonable notice, be required to work within other areas of the Trust.
- You have the responsibility to engage with the Links commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.