

## JOB DESCRIPTION

**JOB TITLE:** Luxury Retail Sales Ambassador

**LOCATION:** East Midlands Airport

**REPORTING TO:** Operations Manager

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### OUR VALUES AND BEHAVIOURS

***Respect** - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.*

***Collaboration** - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!*

***Integrity** - This is about being honest, reliable and trustworthy and always delivering on promises.*

***Innovation** - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.*

***Excellence** - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.*

***Trust** - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.*

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### OVERVIEW OF JOB DESCRIPTION

Our vision is to be the clear choice for the brands we represent through engaged people, by making a difference to every person, every day. Because of this we don't have brand values, we have people values. Don't just talk, listen. Say "we" not "me". Get stuck in, not stuck. Put your heart and soul into every brand. Don't just commit, deliver. Always find a smile. Does this sound like you? If so, keep reading... **What your role could involve:**

**The Role** requires someone with an outgoing, charismatic, energetic personality with drive, initiative, commitment, hard work and general all-round brilliance. It is an unparalleled opportunity to join the team at Blackjack Promotion at an exciting time and make the contribution we are looking for. Likewise, the candidate will be results-orientated with an ambitious attitude and be able to work on your own and as a team.

### Main Duties & Responsibilities:

- Bring theatre to your role and connect with the target audience.
- "Stop the traffic" to encourage curiosity and spontaneous customer interaction.
- Engage the customer in the brand experience & brand story.

- Deliver excellent customer service and beauty advice.
- Educate consumers with product knowledge.
- Sample and drive sales of brand products.
- Receive and deliver in-house training.
- Each role will require you to wear a different uniform depending on the activation/event

### **Person Specification:**

#### **If you...**

- Are 18 years old or over
- Make-Up Enthusiastic
- Bartender
- Skincare
- Fragrance Enthusiastic
- Theatre/Performance background
- Sales /Service Driven
- Right to work in the UK
- Can provide 5 years history of checkable reference.

#### **... then we want you!**

### **HEALTH & SAFETY RESPONSIBILITIES**

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

### **NOTE**

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

***Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.***