



Fan Ambassador & Retail Assistant

Pop Up Shop, Entertainment, Music, Pop Artist, Sports, Merchandise

Teliporter is hiring for a pop up shop, retail assistant. You'll be working on behalf of exciting entertainment, sports, popular culture, music and recording artist brands, launching pop up retail activations to sell official fan merchandise. If you're experienced in retail, event-based marketing, visual merchandising, sales or promotions, we're keen to hear from you!

About Us:

Teliporter is a global leader in experiential marketing, dynamic retail, event solutions and fan engagement strategies. Trusted by leading entertainment brands, IP owners and rights-holders, Teliporter create immersive, memorable and high-impact fan events.

With years of proven expertise across music, sports and entertainment retail, Teliporter specialise in designing and delivering fan-first activations that drive loyalty, amplify brand value and boost commercial results.

From immersive live events and backstage pop-ups to Fanbox retail sites in high-footfall areas, we deliver creative solutions that drive engagement, loyalty and revenue. Our mission is simple: to amplify exposure, connect fans to the heart of the action and transform every touchpoint into a high-impact brand experience.

Our clients include global names like American Express, Fanatics, Warner Music and Universal.

At Teliporter, we combine creative strategy, world-class production and flawless execution to transform how fans experience entertainment. We're not just building events; we're architecting the future of fandom.

Position: Retail Store Assistant, Customer Services Coordinator, Sales Assistant, Cashier

Purpose: Help with the successful operation of a popup shop, supporting all customer experience, customer service, retail sales, visual merchandising, checkout and other associated activities. Deliver a high standard of customer experience through the delivery of quality customer service, professionalism, product knowledge and the promotion of brand values.

Role Type: Temporary Fixed Term Contract, FTC, Temp

Hours: You can work up to 40 hours per week on a flexible rota basis, including weekends. Your hours will be scheduled in line with your availability for work and store operational requirements. Shifts may vary to support customer demand and peak trading periods. We will aim to provide at least 7 days' advance notice of your schedule wherever possible.

Overview:

You will be part of the on-site retail operations team of a pop-up shop, helping to deliver all aspects of day-to-day store activities to create a first-class customer experience.

You'll provide a positive customer experience and contribute to a vibrant store culture achieved through high levels of customer service, professionalism and fun.

This is a hands-on role engaging with customers, replenishing stock and driving sales activity. The role provides an opportunity to be involved in pre-event build and post-event breakdown activity.

Responsibilities:

- Be an ambassador for the brand and ensure that the company upholds its values in line with marketing, promotional, experience, service and sales objectives
- Contribute to and help to create a fun, exciting and playful environment within the store
- Ensure high levels of customer satisfaction and resolve any customer queries, to maximise visitors experience, throughout the duration of their store visit



- Act as the point of contact for customers on the shop floor, delivering excellent customer service and always acting with a customer-first mindset when answering customer questions
- Support customer service with product knowledge and awareness of new arrivals, the best sellers and trends etc.
- Offer alternative merchandise and help to up-sell and cross sell additional products or promotions in line with store targets and objectives
- Maintain the shop floor, ensuring it is clean, tidy, safe and welcoming for all visitors
- Support visual merchandising, marketing and promotional initiatives
- Aid in inventory management, including managing deliveries, stock and the replenishment of products across the shop floor, in line with merchandising instructions
- Process customer payments, sales transactions, refunds and returns using the EPOS systems
- Identify and communicate barriers to completing assigned tasks, constantly looking at ways to improve processes for a better customer experience
- Maintain the stockroom areas for efficiency, organisation and safety standards
- Be aware of the security policies and procedures and communicate any issue to management
- Effectively communicate with customers and colleagues
- Participate in team meetings, training, development and other associated activities
- Comply with Health and Safety regulations

Candidate Profile:

Ideally, you'll have some retail, customer services, visual merchandising, sales or similar shop floor work experience. Alternatively you may have been involved in event-based marketing, promotions or sales. If you have an interest in; media, entertainment, sports, pop music and recording artists, it would be beneficial.

Experience:

- Proven experience in retail roles, ideally within high-traffic, fast-paced or event-driven environments
- Strong background in customer service, with a focus on customer-facing roles across retail, events or hospitality
- Demonstrated success in sales, marketing and product promotion, with the ability to meet and exceed KPIs and revenue targets
- Confident using POS systems to process transactions quickly and accurately
- Skilled in setting up visually engaging product displays that reflect brand identity and drive sales
- Basic understanding of safe working practices, particularly in dynamic or mobile retail settings
- Collaborative team player who thrives in fast-moving, customer-focused environments

Personal Attributes:

- A genuine passion for music, sports or entertainment
- Fan-focused mindset that understands fan culture and the emotional connection between people and their favourite artists or teams



- Excellent communication skills, able to engage easily with people from all walks of life in a confident and friendly manner
- Thrives in fast-paced, ever-changing environments where no two days look the same
- Attention to detail, from visual merchandising to customer interactions, you care about the little things that make a big difference
- Reliability & professionalism – You show up on time, work hard and take pride in representing brands
- Positive attitude – When it gets busy or things don't go to plan, you stay upbeat, solution-focused and supportive
- A team player, you're all about collaboration, jumping in to help your teammates and sharing in collective success
- Available for weekend, evening, and extended event hours

Why join Teliporter? We're revolutionising retail

Teliporter specialise in turning moments into movements - on the ground, online and everywhere in between. By blending creativity, commerce and culture we design immersive experiences that captivate audiences, deliver exceptional results for brands and inspire love and devotion across the fandom community. We don't just work in fan engagement, we redefine it.

Join Teliporter and become part of a team that's shaping the future of experiential retail and fan engagement across music, sport and entertainment. You'll help deliver unforgettable experiences that leave a lasting impression - on fans, brands and the industry at large.

The buzz is real and we create it!

There's something magical about stepping into a well-crafted retail space - that undeniable buzz that sparks excitement the moment you walk in. At our pop-up shops, that energy is amplified. The limited-time format creates urgency, exclusivity fuels desire and the shared experience builds powerful connections between fans and the brands they love.

For entertainment, music and sports brands in particular, these spaces go far beyond product sales and merchandise, they become a tangible link to cherished experiences. That's why we're leading the way in immersive fan retail, extending the emotional high of gigs, concerts and stadium events into meaningful, memorable moments.

What it's like to work at Teliporter?

Have you ever walked into a pop-up and thought, "Whoever made this is loving their job!"? You were right, we absolutely are. And here's why you will too:

No two days are the same: From music festivals to global sporting events, you'll work across diverse settings, with exciting brands and passionate fans. Every day brings something new.

Be part of the moments that matter: You're not just selling merchandise; you're helping fans capture memories. That moment someone finds the perfect keepsake of their favourite artist; that's the magic we live for!

Work with iconic brands: Use your retail skills where they matter most, representing the biggest names in music, sport and entertainment. This is retail at the heart of fan culture.

Unleash your creativity and commercial savvy: We offer an environment where visual merchandising meets storytelling and sales targets meet emotional connection. We give you the space to bring your full skill set to the table.

Fast-track your development: From retail management to event logistics and customer experience, you'll gain a highly transferable skill set in a fast-growing, future-facing industry.

Be where the excitement is!!!



The retail industry is changing and experiential pop-ups are leading the charge. At Teliporter, we're not just adapting to this shift, we're driving it.

If you're looking for a career that blends energy, creativity and purpose, where your work creates real impact and unforgettable fan moments - this is it.

Careers at Teliporter

Teliporter offer a wide range of career opportunities to suit different lifestyles, ambitions and levels of experience.

Whether you're looking for a permanent position, a temporary assignment, or the flexibility of part-time work, there's a place for you here. Our roles span everything from front-line retail and event operations to logistics, project management, marketing and more, offering pathways for both early-career talent and seasoned professionals.

So whether you're building your CV, changing direction or looking for your next big move, Teliporter provides the platform to grow, thrive and make an impact in the fast-paced world of fan engagement.

We welcome applications from people of all backgrounds, experiences and identities. We're committed to building a diverse and inclusive workplace where everyone belongs and has the chance to thrive.

Come create something incredible with us. Join the Teliporter community today. Send your CV to jobs@teliporter.com

Pre Employment Checks:

- Proof of right to work is required prior to the commencement of employment
- The company reserve the right to seek satisfactory references and conduct other pre-employment checks prior to the commencement of employment

Health & Safety Considerations:

As a Shop Worker, you will be expected to comply with the company's health and safety policies and procedures. Key responsibilities include:

- Participating in manual handling tasks (e.g., stocking shelves, unpacking deliveries) in a safe manner
- Following procedures for slips, trips and fall prevention, including maintaining a tidy work area
- Using access equipment (e.g. step ladders) safely and in accordance with training
- Adhering to fire safety and evacuation procedures
- Using cleaning products safely and in accordance with COSHH guidelines
- Reporting accidents and incidents promptly to the Store Manager
- Participating in health and safety training and complying with risk assessments
- Reasonable adjustments and personal protective equipment (PPE) will be provided where necessary
- Teliporter is committed to maintaining a safe and supportive working environment for everyone

Equal Opportunities:

- Teliporter is an equal opportunities employer committed to diversity, inclusion and fairness. We do not tolerate discrimination of any kind and aim to create an environment where everyone feels respected, supported and able to achieve their full potential
- We treat all people equally irrespective of race, creed, colour, nationality, ethnic origin, age, religion or

belief, connections with a national minority, gender, gender reassignment, sexual orientation, marital or civil partnership status, parental status, responsibility for dependants, pregnancy and maternity, absence from the labour market, spent criminal convictions, trade union activity, political belief, disability, physical appearance, education, social background, personal experience or any other criteria not specifically related to skills and ability

- Teliporter actively encourage applications from individuals of all backgrounds and identities. All hiring decisions are based on merit, qualifications and business needs
- We are committed to building a diverse and inclusive workplace where everyone is valued, respected and supported to thrive

Disclaimer:

- This job description reflects a general summary of the role and is intended as a high-level overview only. It may require further clarification and should not be considered exhaustive or definitive. It serves as a guide to the primary responsibilities and areas of accountability for the position holder
- Any terms outlined in an offer letter or contract of employment will supersede this job description and any prior verbal or written communication
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