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| **Job Title:** Retail Supervisor | **Current Job Holders:** N/A |
| **Department:** Retail  | **Effective Date:** September 2021 |
| **Location:** Park Street Store and KenilworthStore | **Role Type:** Fixed Term Contract - Maternity Cover – 6/ 12 Months  |

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| **JOB PURPOSE**Supervisor the smooth day-to-day operation of Park Street and the Stadium Shop (on Matchdays), from staffing management, visual merchandising and customer satisfaction. Organise and monitor inventory levels to maximise stock efficiency, manage deliveries and ensure stock is physically and digitally in the correct locations. This is a fixed term maternity cover role and we are keen to welcome a candidate who can work well with the team and add value from day one. |

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| **RESOURCES MANAGEMENT****Management responsibility for**: Retail Assistants**Reports to:** Retail Manager**Budgetary signing limit and commercial framework:** N/A |

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| **KEY RESPONSIBILITIES****Stock Management*** Organise and monitor inventory levels to maximise stock efficiency.
* Ensure all stock locations are optimised, tidy and organised for ease of use.
* Ensure stock is adequately assigned to each stock location in order to maximise on sales.
* Make sure that all stock movements are completed accurately with relevant paperwork.
* Record all deliveries and shipment to reconcile with deliveries.
* Ensure all written off stock is authorised, and any returns are passed to the Head of Retail.
* Work with Head of Retail to ensure that stock identification is continually improved, identifying new ways to improve stock accuracy.
* Complete weekly rolling stocktake to increase inventory accuracy.
* Work with suppliers and Head of Retail to ensure that stock received is invoiced accurately.
* Work with Head of Retail to identify potential overstocks and aged stock.
* Work with club departments to ensure that all internal orders are cross charged correctly on the system with the supporting purchase order numbers.
* Manage kit and training wear deliveries ensuring that all departments have their orders.
* Manage the stock of shirt numbers and letters ensuring that there are never any out of stock.

**Systems*** Maintain in-house stock systems, ensuring categorisation consistency, product accuracy, images and detail
* Ensuring that the integration of external channels is seamless and actively looking for improvements to these processes.

**Staff and Training*** Ensuring that all staff members adhere to the retail uniform policy and that they are always wearing their lanyards
* Running regular training days for all staff
* Making sure that the new starter manual is used with new employees

**Customer Service*** Work with Head of Retail to set customer service standards and ensure they are met by all retail staff
* Ensure that all staff are correctly till trained
* Work with staff to ensure they are maximising each customer with add on sales and up selling

**Fulfilment*** Ensure that the Click and Drop process is completed correctly by all staff and continuously look at ways to improve the process and maximise on integration
* Manage the relationship between the Club and Royal Mail

**Matchday*** Manage all elements of Stadium matchdays
* Set up and distribute hospitality sheets. Set targets and ensure a member of staff visits each hospitality to obtain orders
* Ensure all matchday staff have clear direction and well-defined tasks in order to run a successful matchday
* Set daily matchday tasks for all staff and ensure they are completed
* Actively look at ways to minimise queues
* Ensure matchday banking in completed in a timely manner
* Make sure shirt printing is offered to every customer buying replica shirts
* Work with staff to ensure they are maximising each customer with add on sales and up selling
* Work with colleagues to ensure matchday marketing is maximised.

**Health & Safety:** Line Manager requirements:* Maintain up to date knowledge of Health & Safety legislation and ensure compliance with the Club’s Health & Safety Policy and all relevant regulations
* Consider the Health & Safety implications of all operations within your area of responsibility
* Support and uphold agreed standards for Health & Safety compliance, including assisting in accident, dangerous occurrence and near miss investigations within your area of responsibility
* Direct the adherence to, and implementation of safe management systems in line with legislation and Club policy within your area of responsibility
* Carry out induction briefings to direct reports and where applicable induct any workers/volunteers/contractors/visitors etc when entering the premises
* Carry out safety briefings to all staff regarding; urgent safety information, general safety information and any changes to Club policies or procedures
* Regularly conduct and review risk assessments, safe working, and management systems
* Lead any Health & Safety training needs and ensure that all training is completed by your direct reports
* Manage and monitor the performance of subcontractors, suppliers, and partners, etc and make appropriate Health & Safety recommendations for performance improvement
* Liaise regularly with the Club’s appointed Health & Safety representatives to support and maintain compliance
* Maintain records of all Health & Safety issues within your area of responsibility.

**MAIN JOB REQUIREMENTS AND PERSON SPECIFICATION****Education/Qualifications/Training:*** Preferably educated to at least A- Level or equivalent
* Line Manager/ Superviso training preferred.

**Specific Experience:*** Proven experience of supervising a Retail team
* Experience in a similar role, demonstrating a focus on sales and continuous improvement of a Retail function
* Excellent IT skills and experience in use of all Microsoft Office products
* Experience of managing stock levels and order fulfilment
* Experience with merchandising and focusing on customer satisfaction.

**Abilities/Skills/Knowledge:*** Committed and driven by deadlines and results
* Business and commercial acumen
* Ability to turn ideas into deliverables with minimal supervision
* Must be pro-active, motivated, organised, responsible and able to work independently, as well as in a team
* Highly developed problem-solving skills, resilience, and the ability to perform well under pressure
* Demonstrate good listening skills and have the ability to resolve issues where appropriate
* Ability to multi-task whilst maintaining priority efficiencies
* Focused on achieving Club, departmental and individual success
* Be an ambassador for the Club presenting the Club in a positive image at all times.

**Additional Information:*** This a Full-Time role for a period of 6- 12 months as maternity cover
* Applicants must be eligible to live and work in the UK

**SAFEGUARDING STATEMENT**The Club is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Club has systems in place to ensure that the welfare of vulnerable groups is dealt with appropriately and sensitively. Everyone working at the Club has a duty of care to safeguard the welfare of children and young people by creating an environment that protects them from harm. Our standards of practice ensure all staff are fully aware and understand their responsibilities under safeguarding legislation and statutory guidance. The Club ensures that all staff that have a direct responsibility for children, young people or vulnerable adults, have been subject to the most stringent of recruitment practices which include DBS and reference checks.  These staff are alert to signs of abuse or maltreatment and will refer concerns to the relevant Designated Safeguarding Officers using the agreed safeguarding procedures.**EQUALITY STATEMENT**The individual must at all times, carry out their duties with due regard to the Clubs policies and procedures and in particular the Club’s Equality, Diversity and Inclusion Policy. The individual must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation, or harassment of any description and to promote positive working relationships between all internal and external stakeholders. The individual must contribute to encouraging equality and respecting diversity by embedding such values in the workplace and challenging inappropriate behaviour and processes.  |
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