



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Retail Assistant (Casual) – Lord's Performance Centre Shop

Department: Retail

Reporting to: Retail Assistant Manager (RAM)

Contract: Zero Hours Contract

DIMENSIONS OF ROLE

Hours will vary for non-match days and match days and/or major events, and may include later finishes for evening matches and/or events.

KEY PURPOSE OF ROLE

To assist with the efficient and profitable customer facing shopfloor operations of the cricket equipment shop located at the Lord's Performance Centre within Lord's Cricket Ground, on match and non-match days, to maximise sales, exceed budget and provide outstanding customer service, all whilst aiding with the efficient operation of stock functions.

KEY TASKS AND ACCOUNTABILITIES

- Ensure customers receive the highest level of service and provide a best-in-class experience for all visitors.
- Build on existing cricket equipment product knowledge to provide customers advice and guidance on product selection.
- Offer a range of solutions by presenting various products that meet diverse needs and budgets of customers.
- Process transactions quickly and accurately on tills, or EPOS devices to provide a seamless service to the customer and guaranteeing stock accuracy.
- Day-to-day operation of the Online Store, including dispatch, delivery and handling Click & Collect orders.
- Assist the Retail Management Team with deliveries, stock discrepancies, delivery notes, shop floor replenishment and visual merchandising tasks.
- Ensure all displays are well merchandised, organised, tidy, clean, and attractive.
- Handling general administrative duties, including answering telephone calls.
- Work proactively towards individual and team goals, including sales targets and product promotions.

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

VALUES AND BEHAVIOURS

SMART

We use our knowledge and expertise to ensure that everything we do looks, sounds and feels high quality

ATTENTIVE

We are open and welcoming to all, always paying close attention to people's needs

ORIGINAL

We are proud of our history and constantly seek to evolve and innovate

TOGETHER

Like players, we help each other to achieve our collective goals and be our personal best

HEALTH AND SAFETY

- Responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Report any unsafe practices, equipment or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as a

Fire Warden.

PERSON SPECIFICATIONS – SKILLS, EXPERIENCE AND QUALIFICATIONS

Essential

- Knowledge of cricket, including cricket equipment
- Excellent customer service skills with a guest focussed attitude.
- Punctual and willing to be flexible.
- Confident, outgoing and enthusiastic.
- Trustworthy, hardworking, proactive and reliable.
- Excellent communication and English language skills.
- Able to work both independently without supervision and within a team.

Desirable

- Working within the stock room environments to ensure sufficient flow of product to shop floors.
- Assisting with intake of deliveries.
- Reporting discrepancies and problems to a Supervisor.

BENEFITS

- Complementary meal on Major Match days.
- Paid holiday in-line with UK legislation.
- Opportunity to enrol in pension scheme.
- 10% staff discount in Lord's Shops.

Written by: Becky Earl & Jen Eaton

Accepted by:

Date: January 2026

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