



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Retail Stockroom Supervisor (Casual Manager)

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 online and in-Ground operations, by managing the Lord's and MCC stockroom. Stockroom Supervisor will monitor stock and sales, by using the back-office system, prepare required stock for each shop. Track stock movement between shops and keep an accurate record of what stock is entering and leaving the stockroom.

KEY TASKS AND ACCOUNTABILITIES

- Work closely with the Retail Operations Team to ensure appropriate stock and quantities are delivered in a timely manner and to the appropriate Shop(s).
- Assist Retail Operations Team with deliveries, stock discrepancies, delivery notes and shop floor and stockroom replenishment.
- Work with the Retail Management Team and analyse stock sales reports, to create action plans, actively and accurately manage and monitor stock movements.
- Partake in regular stocktake checks and report any stock, or product concerns to RAM.
- Train, motivate and manage Retail Assistants as detailed by RAM.
- Ability to learn and utilise new systems (stock system), quickly and efficiently, to ensure stock transfers and other stock-related duties are completed accurately.
- Day-to-day operation of the Online Store including dispatch, delivery and Click & Collect.
- Ensure all areas of the stockroom are well maintained, organised, clean and tidy.
- Support on the shop-floor when directed by a Supervisor, by delivering best in class customer service and processing transactions on the till quickly and accurately.

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

- 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.
- Working within the stock room environments to ensure sufficient flow of product to shop floors.
- Assisting with intake of deliveries.
- Stocktake processes and reporting discrepancies and problems to a Supervisor.
- Experience processing transactions through EPOS systems.

Desirable

- Experience of working in a customer facing role, at an event, sport, or similar face-paced environment.

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 Retail Shops.

Written by: Becky Earl & Jen Eaton

Accepted by:

Date: February 2026

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