



# MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

## Retail Operations Manager (Permanent)

**Department:** Retail  
**Reporting to:** Head of Retail and Tours  
**Contract:** Permanent

### DIMENSIONS OF ROLE

**Hours:** Five shifts of seven hours rostered between Monday to Sunday, including one-hour unpaid lunch on each day worked; making a total of 35 working hours per week. Hours will vary for match days and/or major events, and may include later finishes for evenings matches

### KEY PURPOSE OF ROLE

Responsible for the in-ground Retail operations, Lord's Shops located within Lord's Cricket Ground on match, non-match, and event days and in-house e-commerce platform.

This includes full time and casual staff recruitment, staff management, training and development, and performance management, reviewing and maintaining accurate processes and procedures, visual merchandising, all stockroom and stock control, supplier liaison, driving national and international sales, business change, evolving stock, and POS systems

Represent MCC in the highest regard, acting with dignity, courtesy, and respect and in line with our brand values of being Smart, Attentive and Original

### KEY TASKS AND ACCOUNTABILITIES

- Undertake regular 1-2-1's with staff, support, train and develop, set team KPI's in line with department KPI's, monitor performance, conduct appraisals, and act as a role model for all Retail staff
- Ensure the highest level of customer service is delivered across all channels
- Identify ways to improve the guest experience and increase conversion rate through upselling, constant testing of layouts and creative
- Achieve long term business growth through effective strategic planning and implementing retail trends
- Support the Product and Development Manager with the selection of new product ranges, ensuring the site reflects bestsellers, assessing the impact on existing ranges, stock availability, display requirements, customer demand and storage
- Manage an effective stock control system to ensure correct stock availability and avoid out of stocks
- Re-order stock and place repeat orders in consultation with the Retail Product and Development Manager, and manage deliveries, merchandising, processing PO's / invoices etc.
- Consult with suppliers when shortages, errors and damages are reported
- Ensure deliveries are processed in a timely manner, replenishing shop floor displays as required, ensuring all residual stock is priced and bar-coded before storage, managing stockroom space
- Manage e-commerce operation, content, stock transfers, fulfilment, and dispatch
- Work closely with the Marketing and design team to provide regular updated content to drive e-commerce sales with specific focus around product launches and calendar events
- Deliver best in class visual merchandising practices to enhance customer shopping experience whilst driving ATV's and spend per head
- Feed into Licencing development, both nationally and internationally
- Plan, prepare and present annual budget
- Manage daily cashing up procedures, reconciling invoices
- Prepare for stocktakes, and work with finance to ensure all stock control paperwork is completed, and action any post-stock take activities
- Drive change to processes, system, procedures, introducing technology that improve the guest experience
- Take ownership of any issues, or complaints in an efficient, timely and professional manner
- Housekeeping duties like ensuring the Shops are clean and tidy, well stocked, e-commerce and in-ground shops are branded and priced accurately, IT systems are in working order, consulting with support departments as required

*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 considering the needs of the business and/or at the discretion of management.*

## VARIATIONS OF JOB RELATING TO MAJOR MATCHES

- Attendance at all Major Match Days, including weekends
- Any other duties as required whether in the Department or elsewhere around the Ground

## VALUES AND BEHAVIOURS

### SMART

- We make informed decisions
- We cut out inefficiency and complexity
- We ensure that everything we do looks, sounds, and feels high quality

### ATTENTIVE

- We are welcoming hosts to people of all cultures and backgrounds
- We pride ourselves on impeccable manners
- We work with other organisations for the good of the game

### ORIGINAL

- We set our own high standards
- We constantly seek out better ways of working
- We encourage people to be imaginative in their work

## HEALTH AND SAFETY

- At all times be responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures
- To 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, AND QUALIFICATIONS

- Proven Retail Management experience, specifically within a Sports or Event Retail environment
- Experience managing or operating an e-commerce platform within a Sports or Event Retail environment
- Exceptional customer focus, with the ability to achieve and maintain an exceptional level of service
- Solid knowledge of stock management processes and procedures
- Strong working knowledge of Microsoft Office including Word, Excel, Outlook, and PowerPoint
- Able to motivate a team, work in a team and independently
- Ability to forge and maintain close working relationships stakeholders at all levels
- Collaborative approach and able to work across numerous areas of the operation
- Outstanding attention to detail and a conscientious, professional approach
- Exceptional organisational and time management skills
- Excellent written and oral communication skills
- Self-motivated and ability to use initiative
- Tact, discretion, and the ability to work quickly under pressure
- High standard of personal presentation
- Punctual and a flexible approach to work content and working hours
- Trustworthy, hardworking, and dependable

**Written by:** Tarah Cunynghame

**Date:** June 2022

## WORKING AT MCC



Gym



Canteen



Pension



Flexible  
Hours



Tickets



Maternity



Health  
Insurance



Cycle  
to Work



Holiday