MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Retail Supervisor (Permanent)

Department: Retail
Reporting to: Retail Operations Assistant Manager
Contract: Permanent

DIMENSIONS OF ROLE

Normal working hours will be 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

To assist with the efficient and profitable online and customer facing shopfloor operations of the MCC, and Lord’s Shops located within Lord’s Cricket Ground on match and non-match days whilst assisting with the efficient operation of all stock functions.

KEY TASKS AND ACCOUNTABILITIES

- Lead by example by providing customers with the highest level of service in keeping with the wider retail experience
- Day-to-day management of MCC Members’ and Lord’s online stores including stock control, dispatch, delivery, returns, exchanges and faulty stock
- Assist with all shop floor replenishment following deliveries and dealing with excess stock and storage
- Manage stock discrepancies/delivery notes
- Help achieve KPI and revenue targets by ensuring all displays are well merchandised, organised, tidy, clean, and attractive
- Train and motivate casual staff members as detailed by Assistant Manager
- Work proactively towards individual and team goals including sales targets and promotions.
- Daily cashing up procedures
- Assist in the planning and delivery of the annual stock take
- Opening and closing the Shops

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.

VARIATIONS OF JOB RELATING TO MAJOR MATCHES

- Attendance at all major match-days, including weekends, as required.
- Any other duties, whether in the Department or elsewhere around the Ground, as required.

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
Marylebone Cricket Club
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**

- 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, AND QUALIFICATIONS**

- Excellent customer service skills with a guest focussed attitude
- Punctual and willing to be flexible
- Confident, outgoing, and enthusiastic
- Able to work independently, without supervision
- Experience of working in a customer facing role, at an event, sport, or similar environment
- 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 Assistant Manager

Written by: T Cunynghame
Date: August 2022

Accepted by:
Date:

**WORKING AT MCC**

- Gym
- Canteen
- Pension
- Flexible Hours
- Tickets
- Maternity
- Health Insurance
- Cycle to Work
- Holiday