



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Retail Team Leader (Permanent)

Department: Retail

Reporting to: Retail Operations Assistant Managers (ROAMs)

Contract: Permanent

DIMENSIONS OF ROLE

Normal working hours will be five shifts of eight 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 evening matches/events.

KEY PURPOSE OF ROLE

To assist with the efficient and profitable online and customer-facing shopfloor operations of the MCC and Lord's Shops on match and non-match days, whilst assisting with the operation of all stock functions and delivering best in class customer service.

KEY TASKS AND ACCOUNTABILITIES

- Lead by example by providing customers with the highest level of service in keeping with the wider Retail experience through all channels including in-Ground and Online.
- Day-to-day management of the Lord's e-commerce business; including stock control, dispatch, delivery, enquiries, returns, exchanges, and faulty stock.
- Execute stock take as part of the Retail Operations Team.
- Assist with all Shop floor replenishment, process deliveries including dealing with excess stock and storage while reporting stock discrepancies to ROAMs.
- Promote products and services in-stores, through creative and visually appealing displays, while ensuring Shops remain well-merchandised, organised, and clean.
- Train, motivate and manage Retail Casuals as detailed by ROAMs.
- Help achieve Team KPIs and revenue targets.
- Opening and closing of the Shops, including float-in and cashing up procedures.

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.
- Any other duties as required whether in the Department or elsewhere around the Ground.

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.

VALUES AND BEHAVIOURS

EXCELLENCE

- Striving for excellence in every aspect of the MCC's operations.
- Valuing continuous improvement, pushing boundaries to achieve the best outcomes for Members, players and visitors.
- From the world-class cricket schedule to the maintenance of Lord's Cricket Ground, we aim to drive forward the game of cricket.

TEAMWORK

- Creating a cohesive and supportive environment to create shared goals and responsibilities.
- Success in our team performance benefit all who come to Lord's.
- By valuing teamwork at MCC we create a positive and inclusive environment.

INTEGRITY

- Striving for honesty, fairness and ethical conduct in all aspects of cricket.
- Integrity, both on and off the field of play, is at the heart of MCC.
- Promote a culture of sportsmanship celebrated by those within the Club and those who visit to play or watch.

PERSON SPECIFICATIONS – SKILLS, EXPERIENCE AND QUALIFICATIONS

- Excellent customer service skills with a guest focussed attitude.
- Punctual and willing to be flexible.
- Confident, outgoing, and enthusiastic.
- Trustworthy, hardworking, proactive and reliable with ability to work independently and as part of a team.
- Excellent communication and English language skills.

Written by: Becky Earl & Georgia Isaac

Date: April 2024

Accepted by:

Date:.....