

Job Description

Merchandising Manager

Position: Merchandising Manager	Department: Commercial	Reporting to: Commercial Manager
Job level: Management	Contract: Permanent	Hours per week: 37.5, 5 out of 7 days

Job purpose: To increase retail turnover and profit by continuously improving ranges of stock, profit margins and levels of customer satisfaction.

Job Description

Main Objectives

- To increase revenue and profitability of the store.
- To continually improve customer satisfaction levels.
- To manage all stock, including ordering stock and managing deliveries.
- To create and implement sales campaigns throughout the football and 'retail' seasons.
- To undertake any box office duties as required by the Customer Services Manager.

Summary of Duties

- To manage the day to day operations of the store.
- To ensure online store is kept up to date.
- To meet with new and existing retail suppliers to improve and develop stock ranges.
- To ensure the shop is well stocked and well presented at all times.
- Oversee sales of programmes, including ordering and management of sellers.
- To manage matchday promotions, ensuring suitable marketing and communications plans are in place.
- To ensure suitable Christmas retail sales strategy is developed with the Director of Sales, this is likely to include late night shopping events in-store.
- To work with the customer services manager to ensure the correct level of staff are in place for matchday and other key events.
- To keep abreast of retail trends both High Street and other football clubs or sporting venues and organisations.
- To assist in the box office selling tickets and performing box office duties as directed by the Customer Services Manager.

Person Specification

Essential skills and qualifications:

- Proven track record in retail sales and stock management.
- Excellent customer services skills and a track record in improving customer satisfaction levels.
- Smart, outgoing, confident personality, and enjoys meeting new people.
- Computer literate.
- Access to own transport.

- Passionate about retail sales.
- Able to work both as part of a team and on own initiative.
- Energetic with a will to succeed.
- Good negotiation skills.
- Flexible around working both working hours and days.
- To be available for all home matches.
- Able to work under pressure.

Desirable:

- Interest in football.

Behavioural Indicators:

Entry

- Functional Skills (Leading Edge Thinking)
- Personal Attributes (Confidence & Commitment)
- Personal Attributes (Resilience)
- Personal Attributes (Self-Development)
- Personal Attributes (Respect for others)
- Personal Attributes (Integrity and Trust)
- People Skills (Impact and Influence)
- People Skills (Leading Change)
- Delivery At Pace (Planning and Prioritisation)
- Delivery At Pace (Commercial Edge)
- Delivery At Pace (Drive for Results)

Skilled

- Functional Skills (Process Management)
- Delivering At Pace (Passion for Customers)
- Thinking (Big Picture Thinking)

Reference: F0488

Closing date: 12th April 2019