



# MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

## Retail Champion (Casual Manager)

**Department:** Retail

**Reporting to:** Retail Operations Assistant Managers (ROAMs)

**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 customer facing shopfloor operations of the MCC, and Lord's Shops located within Lord's Cricket Ground on match and non-match days, to maximise sales, exceed budget and provide outstanding customer service, all whilst aiding with the efficient operation of stock functions.

### KEY TASKS AND ACCOUNTABILITIES

- Ensure customers receive the highest level of service and provide a best-in-class experience for all visitors.
- Process transactions quickly and accurately on tills, or EPOS devices to provide a seamless service to the customer and guaranteeing stock accuracy.
- Obtaining and developing product knowledge to provide advice and guidance on product selection to customers, in addition to training Retail Assistants.
- Day-to-day operation of the Online Store, including dispatch, delivery, returns, exchanges, faulty stock and handling Click & Collect orders.
- Work independently and with the Retail Management Team by handling deliveries, stock discrepancies and shop floor replenishment.
- Efficiently deliver the running of match and non-match day Shops - dealing with customer returns, exchanges and queries in a proactive manner.
- Reviewing handover documents to allocate tasks to the Team, using this detail to deliver Team briefings.
- Ensure all displays are well merchandised, organised, tidy, clean, and attractive.
- Train, motivate and manage Retail Assistants as detailed by ROAMs or Supervisors.
- Handling general administrative duties, including answering telephone calls.
- Help drive and achieve individual and team goals, including sales targets and product promotions.
- Daily cashing up procedures.
- 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.*

### 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.

## **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**

- Experience of working in a customer facing role, at an event, sport, or similar fast-paced environment.
- Excellent customer service skills with a guest focussed attitude.
- Experience dealing with complex situations and resolving problems, whilst remaining focussed on an excellent customer experience.
- Punctual and willing to be flexible.
- Confident, outgoing and enthusiastic.
- Trustworthy, hardworking, proactive and reliable.
- Ability to work under pressure and meet deadlines, whilst maintaining good attention to detail.
- Excellent communication and English language skills.
- Able to work both independently without supervision and within a team.

### **Desirable**

- 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 a Supervisor.

## **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 Shops.

**Written by:** Becky Earl

**Accepted by:** .....

**Date:** January 2025

**Date:**.....