



# MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

## Retail Stockroom Supervisor (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 in-Ground operations, by managing the Lord's and MCC stockroom. Stockroom Supervisor will monitor stock and sales, by using the back-office system, prepare required stock for each shop. Track stock movement between shops and keep an accurate record of what stock is entering and leaving the stockroom.

### KEY TASKS AND ACCOUNTABILITIES

- Work closely with the Retail Operations Team to ensure appropriate stock and quantities are delivered in a timely manner and to the appropriate Shop(s).
- Assist ROAMs and Supervisors with deliveries, stock discrepancies, delivery notes and shop floor and stockroom replenishment.
- Work with the Retail Management Team and analyse stock sales reports, to create action plans, actively and accurately manage and monitor stock movements.
- Partake in regular stocktake checks and report any stock, or product concerns to ROAMs.
- Train, motivate and manage Retail Assistants as detailed by ROAMs.
- Ability to learn and utilise new systems (stock system), quickly and efficiently, to ensure stock transfers and other stock-related duties are completed accurately.
- Day-to-day operation of the Online Store including dispatch, delivery and Click & Collect.
- Ensure all areas of the stockroom are well maintained, organised, clean and tidy.
- Support on the shop-floor when directed by a Supervisor, by delivering best in class customer service and processing transactions on the till quickly and accurately.

*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**

- Excellent customer service skills with a guest focussed attitude.
- Punctual and willing to be flexible.
- Confident, outgoing and enthusiastic.
- Trustworthy, hardworking, proactive and reliable.
- Excellent communication and English language skills.
- Able to work both independently without supervision and within a team.
- Working within the stock room environments to ensure sufficient flow of product to shop floors.
- Assisting with intake of deliveries.
- Stocktake processes and reporting discrepancies and problems to a Supervisor.
- Experience processing transactions through EPOS systems.

### **Desirable**

- Experience of working in a customer facing role, at an event, sport, or similar face-paced environment.

## **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:**.....