



## Job Title: Retail Manager

---

**Hours of work:** Full-time, 35 hours per week (including matchdays)

**Salary:** Competitive

**Location:** Millwall Football Club, The Den, Zampa Road, London SE16 3LN

**Responsible to:** Head of Commercial & Retail

---

### Role Summary:

The Retail Manager is responsible for overseeing all operation functions of the Millwall retail department including operations, stock purchasing, budget planning and increasing sales.

The overall objectives of the role are to increase sales and profit within the Millwall Football Club retail department by managing and overseeing all operational functions, champion the continued development of the retail teams to ensure they have the necessary skills to deliver the sales targets and customer service objectives, and to provide overall day-to-day management of the stadium store, warehouse, mail order and online services with particular attention to driving matchday sales.

---

### Key Responsibilities:

The role includes, but is not limited to:

- Overall control of all operation functions within the retail department, including stock purchasing to maximise profitability of the store, mail order and online service by achieving budget, both on sales and on cost
  - Setting retail budgets and analysing sales performance of the stores and online service to increase sales and revenue
  - Control of retail promotional and seasonal events calendar and all retail staffing costs
  - Managing, recruiting, coaching and developing the retail team to achieve maximum potential
  - Prioritising the improvement of customer service within the retail store, online services and aiming to ensure the quality of the shopping experience exceeds expectations
  - Control of range plan, purchase stock and stock levels to ensure that the store and online stock levels are optimised to maximise revenue
  - Reducing loss within the retail business by implementing active loss prevention management
- 

### Essential Skills:

- Minimum of five years working in a senior retail management role
- Previous responsibility for sales, buying and operations within a retail business





- Demonstrating experience of handling recruitment, coaching and disciplinary personnel requirements
  - Basic Microsoft Office: Outlook, Excel, Word
  - Previous experience of using a stock management system
  - Ability to demonstrate success in target driven environments
- 

### **Personal Skills:**

- Planning and organisational
  - Good communication and influencing within the team as well as to the wider business
  - Customer service focused
  - Leadership and coaching
  - Commercial and results focused
- 

### **Hours of work:**

You will be required to work between 35 hours per week, and you will be expected to work as reasonably required to fulfil the needs of the business.

---

### **Other information:**

This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably requested.

Millwall Football Club values diversity within our business, we have a philosophy of equal opportunity for all.

---

Please send your CV and covering letter to [recruitment@millwallplc.com](mailto:recruitment@millwallplc.com).

Closing date for applications: Close of play on 24<sup>th</sup> May 2019

Interviews and Assessment: Week commencing 27<sup>th</sup> May 2019

Start Date: Flexible

