



## Job Title: Team Leader – Fan Experience

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**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:** Retail Manager

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### Role Summary:

Responsible for overseeing the fan/customer's overall retail experience and ensuring our service is first-class across all service points. Accountable for driving solutions aimed at improving the overall fan experience, making appropriate suggestions which focus on driving ongoing performance enhancement within the area of responsibility. The role, in the main, supports the Retail Manager in delivering a high level of fan/customer experience, ensuring an efficient and effective operation across all service points.

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### Key Responsibilities:

The role includes, but is not limited to:

- Management of delivering a first-class fan/customer service experience
  - Management of operation and service points, tills, click and collect, returns and print area ensuring all staff embrace and delivery of a first-class fan/customer experience
  - Management of the zero-hours employees, organising staffing levels, duties and responsibilities
  - Focus on improvement in customer conversion and average transaction values
  - Implementing a regular training programme to improve the fan/customer service experience
  - Cash control across all service areas
  - Set an example as an ambassador for the Millwall retail business demonstrating passion for the fan/customer, product and club
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### Essential Skills:

- Minimum of two years working in a supervisor retail role
- Previous responsibility for sales and operations within a retail business
- Experience of handling recruitment, coaching and disciplinary personnel requirements
- Excellent standard of spoken and written English
- Basic MS Office; Outlook, Excel, Word





- Previous experience of using a stock management system
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### **Personal Skills:**

- Planning and organisational
  - Communication and influencing within the team as well as to the wider business
  - Customer service focused
  - Leadership and coaching
  - Commercial and results focused
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### **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.

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### **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.

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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

