



Job Title: Team Leader – Stock, Sales & Online

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

Role Summary:

Accountable for driving sales, online retail activities, stock management and making appropriate suggestions which focus and drive ongoing performance enhancement within the area of responsibility. The role, in the main, supports the Retail Manager in delivering sales, stock and online targets, recovery and replenishment, availability and accuracy of stock, visual merchandising and generally ensuring the stores and kiosk are ready to trade.

Key Responsibilities:

The role includes, but is not limited to:

- Management of all stock and the store's website
 - Implementation of an effective replenishment process, stock management, availability and delivery accuracy
 - Ensuring a slick out-of-hours recovery and replenishment operation, with ownership of ready to trade
 - Operation of store back stage areas and stockrooms
 - Visual Merchandising
 - Overseeing audits of the shop floor and stockrooms as required
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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
 - Experience of online retail including fulfilment and maximising digital sales
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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.

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 lionsstore@millwallplc.com.

Closing date for applications: Close of play on 28th October 2019

Start Date: Flexible

