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| Job Title | Retail Store Supervisor |
| Reporting to | Retail Manager |
| Location | Across multiple sites |
| Line Management Responsibility | N/A |
| Main Purpose | The role of the Store Supervisor is to oversee the efficient running of the store, including day to day operations and overseeing all aspects of the business, while maximising sales and profitability and achieving all KPI’s. |
| Working Hours | Full time on a fixed term contract may include evenings, weekends and bank holidays as required and in line with business needs. |

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| DUTIES & RESPONSIBILITIES | |
| Your main responsibilities for this role include, but are not limited to the following:   * Support and assist the retail manager to achieve all targets, standards and expectations * Supervise, train and motivate retail staff in order to create a strong and positive team spirit within the store * Deliver the expected high quality of customer service which ensures that fans receive a truly excellent shopping experience on every visit * Recognise and maximise all sales opportunities to ensure the growth and development of the business * Achieve all sales and KPI targets * To ensure the store is run efficiently with all health and safety regulations are adhered to * Merchandise and re-evaluate the retail store regularly in order to maintain a fresh look for returning visitors * Control and manage stock replenishment by liaising with the Stock Controller to ensure new lines are available, fast and slow selling lines are recognized and plans put in place to address them * Assist retail manager to ensure costs are controlled and monitored in line with allocated budgets * Banking and administration tasks * Attend retail meetings when required to discuss the business in general and the week ahead * Create a strong management relationship with the retail managers to ensure the above points are achieved * To contribute positively to the Clubs vision and culture * To promote and adhere to the Equality, Diversity and Inclusion Policy and to work consistently to embed ED&I into everything. * To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour. * To fully participate in one-to-ones and departmental reviews and meetings. * To fully participate in annual and mid-term appraisals. * To understand the Club’s Safeguarding policy, procedures and best practice guidelines and use these to ensure appropriate and safe working practices applicable to the role. * To promote and assist with Safeguarding. * To carry out CPD and keep up to date with any training and updates relevant to the role. * To ensure the health & safety within the Club for self and others is adhered to at all times. * To carry out all responsibilities with due regard to the Club values and all policies and procedures, in particular Health & Safety, Equality and Diversity and Safeguarding. * To fully support and participate as requested in the Clubs internal group activities for EDI, sustainability and wellbeing. * To undertake all required training, including mandatory Club Equality and Diversity, Safeguarding and Health and Safety training.   The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands. | |
| PERSON SPECIFICATION | |
| Essential Criteria |  |
| * Excellent organisational skills and have the ability to manage multiple projects at one time, and superior attention to detail * Must be able to work in a demanding, fast paced environment * Must be able to work in a team environment * Excellent stakeholder management and relationship building skills * Understanding and experience of the retail process * Excellent staff management skills * Excellent time management skills * Excellent customer service skills * Flexible with shift patterns to meet the needs of the business and football industry * Strive to make the biggest bigger and the best better * Confidential and diplomatic * Excellent communication skills both written and verbally * Full driving license * Right to Work in the UK | | |  |

**Equality and Diversity**

West Bromwich Albion FC is an equal opportunities employer and is committed to provide equality and fairness for all employees and opposes all forms of unlawful and unfair discrimination and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

West Bromwich Albion Football Club also welcomes applications from suitably qualified members of the armed forces family.

**Applications will only be accepted when received through our online vacancy platform iRecruit:**

[**https://irecruit.efl.com/vacancies**](https://irecruit.efl.com/vacancies)

**Safer Recruitment**

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expects all staff and volunteers to share this commitment.

WBA’s Safeguarding, Equality and Whistleblowing policies can be accessed here <https://www.wba.co.uk/club/about-us/club-policies>

It is unlawful for the Club to employ anyone who is involved with regulated activity who is barred from doing so and we will carry out rigorous pre-employment checks and screening.

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| **Signed** | **Name** | **Date** |
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