



Ladbrokes Challenge Cup Winners 2016 & 2017
Super League Club of the Year 2016

JOB OPPORTUNITY

Job Title: Retail Manager

Job Type: Full-time hours - 37.5 hours per week

Salary: Subject to experience

Location: Hull, KCOM Stadium & Savile Street

Report to: Executive Director

Retail Manager Job Description:

We are looking to recruit a driven and enthusiastic Retail Manager to oversee the daily operations of our club stores and further develop a department that has seen encouraging growth over the last two years.

You will be responsible for the smooth running of the operations to maximise sales and minimise costs, be a competent leader and team player, with an eye for an opportunity.

You will be expected to manage employees and the overall efficiency of the club retail stores and ecommerce site along with expanding sales productivity.

Key tasks include assessing items being sold in the store, working with the marketing department to create sales and promotions when necessary, managing the store's staff and ensuring all department targets are met.

We want an emphasis on customer service and shop floor interaction, ensuring standards reflect that of a nationally recognised sports club.

You will be required to create retail plans and initiate changes with the intention of improving the store's annual performance, as well as collating and relaying all relevant financial reports and stock information in a suitable and timely manner to the Executive Director and Finance Director.

This role requires flexibility around working hours and annual leave. Working Hull FC evening / weekend home games is essential.

Experience in retail and managing a team of staff is essential.

A knowledge of Hull FC, rugby league and sports retail is a strong advantage, but not essential.

Retail Manager Job Duties:

- Managing the department, including staffing and stock levels, in a suitable manner, encourage growth, performance and excellence at all times
- Consider and develop appropriate stock buying strategy, marketing campaigns and sales promotions to drive high footfall and an increase in sales revenue
- Work with independent suppliers to source, design and order suitably bespoke Hull FC products
- Training employees in sales, stock management, inventory, customer service, cashier, ticketing and other relevant skills
- Managing employees, making sure they represent Hull FC in a positive manner, and maintaining a positive attitude
- Delegating tasks to employees
- Interviewing potential new retail employees
- Scheduling employees to fit their weekly contractual hours whilst maintaining the clubs wage budget
- Liaise with Hull FC kit partner and working to strict deadlines with regards product design/ orders and deliveries
- Maintaining the store at optimum sales productivity by making sure all items are in stock and shelved properly throughout the stores and in the stockrooms
- Communicating with staff, customers, and other departments of the club in person, over the phone, and by email
- Maintaining inventory and ordering new stock when necessary whilst working to annual budgets
- Deal with complaints from customers promptly and efficiently to maintain the club's reputation
- Weekly and monthly reporting on the retail site's productivity, making sure the site is meeting financial monthly targets
- Inspiring the retail team with a positive attitude and enthusiasm
- Having sufficient product knowledge and customer service skills to help customers with advanced questions on club products

Retail Manager Skills and Qualifications:

- Proven experience as retail manager or in another managerial position
- Suitable qualifications are an advantage, but not essential
- Proficiency in Microsoft Office and basic IT skills are important, plus a knowledge of retail management software preferred
- Competent using till systems, stock control systems and ecommerce CMS is a strong advantage
- Excellent organisational skills

- Outstanding communication and interpersonal ability
- As capable at leading a team as being a key component of that team, who can inspire others around them
- Multitasking and time-management skills, with the ability to prioritise tasks
- Experience in financial reporting and an understanding of basic accountancy
- Excellent leadership skills
- Strong business and commercial awareness to effectively improve the operations of a retail store.
- Ability to be resourceful and proactive when issues arise

Benefits:

- Complimentary Hull FC membership for you and a guest
- Annual holiday allowance
- Performance bonus

How to apply:

If you are interested in the above position, please send a short cover letter highlighting why you feel you are suitable for the position and an up to date CV to sarah.nicholson@hullfc.com by 5pm on Monday 20th November.

We will also accept postal applications sent to Hull FC, The KCOM Stadium, West Park, Hull, HU3 6HU.

Unfortunately, we cannot reply to every application that we receive. If your application has been successful you will be contacted shortly after the deadline.

Hull&Proud