



Job & Person Description

Job Title	Retail Supervisor
Department	Retail
Reports to	Retail Manager
Responsible for	NA
Purpose of role	
To support the Retail Manager in all aspects of Peterborough United's retail operation.	
Accountabilities:	
<ol style="list-style-type: none">1. Provide a first-class customer experience to all who visit/contact the retail shop2. Maximise all sales revenue for the club shop	

Main Duties
Duties <ul style="list-style-type: none">• Assist with the management of all retail stock and merchandise• Deliver exceptional levels of customer service• Match day preparation of various retail outlets located around the stadium• Cash reconciliation daily• Assist with yearly and rolling stock takes to ensure physical stock levels are consistent with system counts• Merchandising and securely displaying all products• Organise the postage and packaging of online sales• Work flexibly and outside normal working hours as and when required to meet the needs of Peterborough United
Other responsibilities <ul style="list-style-type: none">• Be available to travel to other sites (if required)• Be aware of the PUFC policies, procedures & best practise so that concerns of non-compliance can be raised• Work within the company policies and processes. Seek advice & guidance if required ensuring employees and processes work seamlessly together• Always ensure legal compliance processes are followed• Attend meetings, training and professional updating as and when required• To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.• To maintain confidentiality and observe data protection and associated guidelines where appropriate.• Help new colleagues through induction process and complete all areas to the highest standard• In addition to these responsibilities carry out such duties as may reasonably be required. The above duties are a guide to the nature of the work required & are not intended to reflect all tasks associated within the role.

Person Specification

These are the attributes you need to be to be considered for this role. All criteria are essential unless stated as

desirable only. To be considered for working at Peterborough United Football Club we also expect you to share and demonstrate Our Values.

Experience & Qualifications

- 2+ years in a similar role
- A proven track record in Retail
- Excellent customer service skills

Skills and personal attributes

- A natural people person who thrives on delivering great customer service
- Well-presented and professional
- Confident, positive and a happy disposition
- Organised, structured and self-motivated
- Plan and prioritise workload so that deadlines and standards are met
- Strong work ethic with a can-do attitude with drive and self-motivation
- Good IT skills
- Accuracy and attention to detail for shop presentation
- Understands and embraces speed of response and customer service