



Organisation	Preston North End FC
Position	Full Time Retail Supervisor
Salary	The successful applicant will receive a competitive salary
Location	Preston North End FC Stadium
Type of Contract	Full-Time, Permanent
Job Reference	PNE - 1043
Closing Date	Wednesday 6 th June 2018 at 5pm.

Preston North End Football Club has an exciting and unique opportunity for an experienced Retail Supervisor to work within the club shop.

This is a full-time permanent role working for the Just Sport Group within the Preston North End FC club shop.

The successful applicant will support the retail sales team's objectives and day to day activities whilst offering a highly professional service, encompassing team supervision and stock and display management. To ensure the smooth running of all designated operations and to support a culture of continuous improvement.

Contractual Status:

Permanent contract with the Just Sport Group.

How To Apply:

The closing date for this position is Wednesday 6th June 2018 at 5pm and applications can be sent via email to jobs@pne.com or via post. Please include the job reference PNE -1043.

Please complete the application form and send along with a covering letter via email to jobs@pne.com, clearly stating reference PNE 1043.

Please also complete the equal opportunities monitoring form and return to the address below in a sealed envelope. Full details and the required forms can be downloaded below.

FAO Business Development Manager
Preston North End Football Club
Deepdale
Sir Tom Finney Way

Preston
PR1 6RU

Interview Dates:

Interviews will take place week commencing 11th June 2018.

The role is subject to two satisfactory work references.

JOB DESCRIPTION

1.	Job Title	Full Time Retail Supervisor
	Salary	The successful applicant will receive a competitive salary.
	Hours of Work	Your hours of work are 9am to 5pm (except matchdays) between Monday and Saturday of which half an hour will be allowed for lunch. The minimum working week is 35 hours which will include all home match events. The hours required for a 3pm kick-off are 9am to 3pm and 4.45pm to 5.30pm and 9am to 8pm for a midweek evening kick-off. On occasions your role may necessitate longer hours than your contracted number. This will be kept to a minimum but the hours are dictated by the responsibilities of the role.
	Location	Preston North End FC club shop
	Responsible To	Retail Manager
	Responsible For	Retail Assistants
	Contractual Status	Permanent Contract
2.	Overall purpose of the Job	The successful applicant will support the retail sales team's objectives and day to day activities whilst offering a highly professional service, encompassing team supervision and stock and display management. To ensure the smooth running of all designated operations and to support a culture of continuous improvement.
3.	Principle Duties and Responsibilities	<ul style="list-style-type: none">• Key holder responsibilities to open up and close up the club shop.• Undertake customer service, sales activities and any shop floor activities as required to ensure service standards are always met and sales opportunities maximised.• Maintain inventory and ensure items are in stock.

	<ul style="list-style-type: none"> • At all times to ensure all team members are providing a courteous and efficient service to customers ensuring that all customers receive an efficient, friendly and polite service. • Assist in the planning and co-ordination of promotional and seasonal activities. • Support induction training, day to day training and supervision of all team members. • Keep an awareness for security issues at all times and the safety of your team whilst adhering to the health and safety policies. • Competently handle customer questions, queries and complaints.
<p>General</p>	<p>To, at all times, represent Preston North End Football Club in a professional manner regarding appearance, presentation, personal hygiene, attitude, conduct and professionalism.</p> <p>To be able to, with notice, work additional hours and flexible hours to cover holidays and sickness and where the needs of the club require.</p>

PERSON SPECIFICATION	DESCRIPTION
1. EXPERIENCE , KNOWLEDGE AND QUALIFICATIONS	
<p>Essential</p>	<ul style="list-style-type: none"> • Ability to communicate clearly and confidently. • Ability to plan and organise work effectively. • Ability to demonstrate a flexible attitude to work and working hours. • Substantial retail experience with responsibility for day to day operations, including banking opening and closure of shop and security. • Ability to demonstrate outstanding customer service and enhance the customer experience, leading by example. • Experience of working in a team situation. • Honesty and a high level of integrity.
<p>Desirable</p>	<ul style="list-style-type: none"> • Diplomacy and ability to communicate with a broad range of people.

	<ul style="list-style-type: none">• Proven experience of staff supervision and staff training within a small retail team.• Good computer literacy and numeracy; ability to work accurately with repetitive data.• Understanding of key elements of product display and presentation and ability to make improvements as needed.
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This document is a guide only and should not be regarded as exclusive or exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the Club.

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. Employees may be required to undertake any other duties as may be reasonably required.

Preston North End Football Club is an equal opportunities employer.