Bristol Rovers Football Club
**Job Description**

|  |  |
| --- | --- |
| **Job Title** | **Store Supervisor** |
| **Reports to** | Tom Gorringe  |
| **Location** | The Memorial Stadium |
| **Hours** | Full-time - Tuesday to Saturday |
| **Rate of Pay** | TBC |
| **Job Purpose** | The role is responsible for providing an excellent level of customer service, managing the day to day running of the club store. The successful applicant will be first point of contact for day to day store enquires and will manage the team working in store.  |

|  |
| --- |
| **Roles and Responsibilities** |
| * Accountable for managing the relationship with the retail partner
* Responsible for ensuring that the store is kept presentable and professional
* Propose effective changes and improvements to the retail operations
* Provide an excellent customer service experience for all supporters and stadium guests
* Manage the rotas for all retail staff
* Arrange the collection of all orders at the stadium and ensure that all stock received is counted, inspected and added to the stock system.
* Over-see regular stock takes to ensure that an accurate log of products is kept
* Identify new product opportunities, trends and supporter feedback to feed back into the retail partner.
* Ensure the stock room is kept in good order and load it with orders when they arrive
* Ensure that end of day reports are taken and accurate logs are kept of sales
* Oversee the processing of online orders, ensuring that all orders are processed accurately in a timely manner
* Respond to all complaints in a professional and friendly manner
 |
| **General duties**  |
| * To support Bristol Rovers Football Club in their aims and objectives at all times.
* To ensure compliance with all relevant club policies, including safeguarding and health and safety policies.
* To ensure compliance with all relevant legal, regulatory, ethical and social requirements.
* To keep confidential any information gained regarding charity and testimonial matches, the club and its personnel.
* To represent Bristol Rovers Football Club in a positive professional manner.
* To maintain a flexible approach to work at all times.
* To undertake other duties and responsibilities as required from time to time.
 |

***This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in light of the changing needs of Bristol Rovers Football Club.***